



Vade mecum on recurring data collections relating to the electronic communications sector organised in 2026 by the BIPT

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1. Introduction

This vade mecum presents the organisation for 2026 of recurring data collections relating to the electronic communications sector. The table below lists these collections and their timing.

2026 calendar of recurring data collections relating to the electronic communications sector

Collections	Periodicity	Sending of requests	Deadline for sending responses*
1. Fixed BB, Mobile BB & TV	Half-yearly	End of December 2025 End of June	4 March 2 September
2. Quality KPI	Half-yearly	End of December 2025 End of June	4 March 2 September
3. Yearly statistics	Yearly	End of December 2025	4 March
4. Revenues	Yearly	Late April, early May	30 June
5. Mobile users (emergency services fund)	Yearly	Early September	1 st October
6. Fixed coverage	Half-yearly	End of January End of June	Mid-March Mid-September
7. Fiber coverage	Quarterly	Early March Early June Early September Early December	1 st April 1 st July 1 st October 1 st January 2027
8. Mobile coverage	Half-yearly	End of October 2025 End of June	End of January End of September
9. Intra EEA Traffic (BEREC)	Yearly	End of March	Mid-April
10. Roaming (BEREC)	Yearly	End of September	Mid-November

* Deadlines for which an exact date is not yet indicated will be specified during the year.

2. General context

The BIPT is the federal regulatory body responsible for regulating the electronic communications market, the postal market, the electromagnetic spectrum of radio frequencies as well as the audiovisual media services and the video-sharing platform services in the bilingual Brussels-Capital Region. The BIPT can take decisions, impose sanctions, and launch consultations and studies. The Institute cooperates with national and European regulatory bodies. It also cooperates with the Office of the Ombudsman for the Postal Sector and the Office of the Ombudsman for Telecommunications, whose mission is to assist users in case of problems.

2.1. Requests for information from the BIPT: legal bases

In order to carry out its tasks, the BIPT regularly addresses formal requests for information to the relevant market players. These formal requests for information are notably governed by the following legislative provisions:

- Article 14, paragraph 2, 2°, of the Act of 17 January 2003 on the status of the regulator of the Belgian postal and telecommunications sectors;
- Article 137, paragraph 1, subparagraph 1, of the Act of 13 June 2005 on electronic communications (hereinafter the "ECA");
- Article 26 of the Act of 26 January 2018 on postal services.

Certain requests are also the subject of specific provisions and decisions, the references of which will be recalled later in this document where appropriate.

2.2. Types of requests for information

The BIPT's requests for information can be qualitative (open questions with free-format answers) or quantitative (data collection) and recurring (requested according to a specific frequency) or ad hoc (according to a specific need and not necessarily intended to be repeated). This document specifically addresses recurring collections related to the electronic communications sector.

2.3. Purpose of the requests for information

The requests for information made by the BIPT (whether quantitative or qualitative, recurring or *ad hoc*) have several purposes, all of which fall within the scope of the missions entrusted to the BIPT:

- Monitor market developments: the information obtained in the context of requests made by the BIPT makes it possible to monitor the developments of the markets concerned over time, what trends are emerging and what is possibly the impact of regulation and/or actions taken by the Institute or the legislator (whether Belgian or European) in this area.
- Make fact-based decisions: the information obtained in the context of the requests made by the BIPT makes it possible to adequately identify the nature of problems that may arise on the market, to establish the solutions most likely to respond to them and to objectify the decisions taken to remedy them.

- Verify compliance with market players' obligations: the information obtained in the context of the requests made by the BIPT is one of the various sources used by the Institute to detect possible non-compliance with obligations imposed on operators and, where necessary, to take appropriate remedial measures and impose sanctions for observed non-compliance.
- Cooperate with national or international regulators or development bodies: the information obtained in the context of requests made by the BIPT is regularly used to respond to requests for information sent to the Institute by international organisations such as the European Commission, the OECD (Organisation for Economic Co-operation and Development), the ITU (International Telecommunication Union) or the UPU (Universal Postal Union). The BIPT's input to this kind of requests contributes to ensuring that the point of view and specificities of Belgium are correctly reflected and taken into account by these bodies during their work. In addition, the BIPT is sometimes asked to conduct data collection on behalf of some of these bodies (for example, data collection on roaming, carried out on behalf of BEREC). Finally, at national level, the BIPT is regularly called upon by various bodies (such as, for example, the Belgian Competition Authority) wishing to be informed about the situation of the market or specific players in the context of their handling of certain cases.

Concrete examples of the use of information collections will be provided below, next to the collections concerned.

2.4. Purpose of this document

Focusing specifically on recurring (quantitative) data collections in the electronic communications sector, this document aims to recall the context surrounding these collections and clarify their procedural aspects. It also reflects the BIPT's consideration of comments and suggestions previously communicated to it by the players concerned on various aspects related to these collections.

3. Recurring data collections – practical aspects

The data to be provided during the recurring collections of data relating to the electronic communications sector cover aspects as varied as the number of broadband lines marketed, the number of activated SIM cards, the revenues generated, the investments made, the churn rates, the traffic volumes, the fixed and mobile network coverage, etc.

Each of the recurring collections made in this context will be recalled and recontextualised in the next section. This section will address a series of practical aspects related to these collections.

3.1. Operators concerned

In 2025, more than 500 electronic communications operators were registered with the BIPT. Recurring data collection concerns all of them, albeit to varying degrees, depending on their size, type of activity and importance in the market.¹ Therefore, not all operators receive the same number of requests, and the questionnaires linked to them can be differentiated so as not to include parts not relevant to the operators concerned.

Each operator is contacted individually (based on the contact persons they have notified to the BIPT) in the manner described in the following point; the questionnaires they must fill out are specifically communicated to them on that occasion.

3.2. Communication of the requests and transmission of information

From December 2025, except for two cases described in this section afterwards, all the recurring collections discussed in this vade mecum will be sent to the operators via the email address recurring.data.collect@bipt.be. The message that will be sent on this occasion will include among others:

- The official letter formalising the request.
- A reminder of the address of the Nextcloud space (cf. infra) where the questionnaires to be completed must be taken from and submitted.
- A reminder of the response deadline to be observed.

As mentioned in the previous point, each operator is contacted individually (based on the contact persons they have notified to the BIPT) and the questionnaires they must fill out are specifically communicated to them on that occasion.

The BIPT's NextCloud space: already used in previous data collections, this secure platform will continue to be used for future exchanges. Each operator has, via the contact point(s) notified to the BIPT, a dedicated space where questionnaires will have to be retrieved. The operators concerned which do not yet have such a space will soon receive the information required to access it.

Sending of the responses: operators are encouraged to submit completed questionnaires via NextCloud (a notification warns the BIPT once a document has been submitted). Operators wishing to do so may,

¹ Whether it is the market as a whole, or one of its sub-segments in particular.

however, send completed questionnaires (or documents to be provided) to the email address recurring.data.collect@bipt.be. However, the use of NextCloud is mandatory for the sending of any questionnaire, document or file the size of which is obviously too large to be sent by email.

This procedure has two exceptions:

1. The request for information related to the **yearly revenues of the operators** will still be sent in the same way as before, i.e. via a message from networks.services@bipt.be asking them to fill in a pdf form [like this one](#).

The message sent will outline the legal context surrounding this request, as well as the deadline to be respected for sending the response. This response should be sent by email to networks.services@bipt.be.

2. The request related to the **mobile customer base used to determine the contributions to the emergency fund** ("Mobile Users (emergency services fund)") will also be sent in the same way as before via an email from Emergency.Services@BIPT.be.

The message sent will outline the legal context surrounding this request, as well as the deadline to be respected for sending the response. This response should be sent by email to Emergency.Services@BIPT.be.

3.3. Data consistency

The BIPT endeavours to centralise the requests concerning a specific subject or indicator in a single questionnaire, the questionnaire concerned being then subdivided into sub-questionnaires. Where this is the case, operators are asked to ensure that the information provided in these sub-questionnaires is consistent with each other and does not present any major discrepancies.

Similarly, it is important that the information transmitted be broadly consistent and aligned with the information publicly presented by operators in any way whatsoever (annual accounts, annual, half-yearly, or quarterly reports, presentations to investors, press releases, etc.). The BIPT fully understands that legitimate differences may exist (differences in accounting standards, differences in definitions in the indicators monitored, etc.). However, it is important that these differences are properly understood and explained. When such differences are found, the BIPT will then ask the operators concerned to justify them.

In addition, information obtained from the various operators as well as from other sources is cross-referenced in order to detect possible anomalies and contradictions. Where such cases arise, requests for clarification will also be sent to the operators concerned.

3.4. Deadlines, quality of responses and sanctions

Several operators have informed the BIPT of practical difficulties they sometimes encounter in providing the recurring data requested of them in a timely manner. Although these remarks are partly substantiated, the BIPT has also noted, for several months, a significant and unjustified deterioration in the responses from a minority of operators (responses systematically delivered after the deadline, or no response at all; incomplete data; false, inconsistent or manifestly erroneous data). Based on these findings, the BIPT has taken or will take the following actions:

- The deadlines traditionally set for responding to recurring collections have been analysed and, in some cases, extended to take account of comments made by operators.
- As announced in the BIPT Communication of 3 December 2025, the BIPT's policy on the supervision and sanctioning of companies that do not comply (or comply insufficiently) with their obligation to provide information has been revised in order to curb the breaches mentioned above. As a result, infringement procedures will be launched when such deficiencies are observed in the context of recurring data collections.
- In order to clarify any point that should be clarified and to answer any questions that an operator may have, the BIPT intends to communicate and dialogue more with operators regarding these collections. This vade mecum is part of this process. In addition, the Institute will propose to each of the operators considered in the context of the recurring collections as having a significant impact on the market (see 3.3 above) to have a meeting in the coming weeks to discuss this subject.
- Although they can be adjusted over the years according to the developments in the sectors, recurring data collections, due to their repetitiveness, normally come as no surprise to operators. For this reason, no requests for time extensions will be accepted in this regard, except in exceptional circumstances, the validity of which the BIPT reserves the right to assess. In addition, when an operator considers that such exceptional circumstances arise, it is asked to notify the Institute as soon as possible via the email address that contacted the operator.

3.5. Confidentiality

As regards confidentiality, the data transmitted by the operators in the context of the recurring collections presented in this vade mecum are treated in the same way as any other request for information made by the Institute or by one of its external experts, namely in the manner described below.

Confidential information transmitted by operators in response to a request for information is treated in accordance with the obligations of professional secrecy laid down in the Act of 17 January 2003 on the status of the regulator of the Belgian postal and telecommunications sectors ("Status Act") imposed on the members of the BIPT Council (Art. 23, paragraph 1, of the Status Act), on the members of the BIPT staff (Art. 28 of the Status Act), as well as on any external expert within the meaning of article 17, paragraph 2, subparagraph 4, of the Status Act, during and after the end of their assignment. Violation of professional secrecy is punishable by the criminal penalties provided for in Article 38 of the Status Act.

Information that is confidential by nature or under the law is considered confidential and treated as such. Pursuant to Article 23, paragraph 3, subparagraph 2, of the Status Act, it is up to the company that transmits to the BIPT (either directly or via a designated external expert) a document containing data that it considers confidential to simultaneously transmit a non-confidential version of that document.

Confidential data received in the context of performing the tasks of the BIPT (and, where applicable, of the external expert) may not be disclosed to third parties, except in the cases laid down by law. In particular, pursuant to Article 14, paragraph 3, of the Status Act, in the context of cooperation with the authorities referred to in paragraph 2, 3°, of the same Article, the members of the Council and the staff members of the Institute may communicate to these authorities confidential information of which they become aware in the performance of their duties, insofar as such communication is necessary for the performance of the tasks of these authorities.

In addition to the above, it should be noted that, as part of the recurring collections discussed in this document:

- Any data provided by an operator in this context is, by default, treated as confidential and the results of the analyses drawn from these collections are presented in the documents made public by the BIPT, in principle on an aggregated basis for the sector as a whole or for specific segments or sub-segments of the sector. Where the market shares of one or more operators are mentioned, these market shares are usually communicated in the form of ranges.
- Exception to the above: data expressly intended to be made publicly available (e.g. data collected for publication in Atlas coverage maps, see 4.6 to 4.8 below, or for the quality barometer, see 4.2 below).

4. Recurring data collections – types of collections

This section provides an overview of the recurring data collections currently carried out by the BIPT. As mentioned above (section 3.1), not all operators are necessarily asked to respond to each of these requests and, where they are, not all operators must provide an equivalent level of information (questionnaires can be adapted by category to take into account the varied profiles of operators).

All collections included in the 2026 program have been requested by the Institute for several years and are therefore familiar to the operators concerned. They will therefore only be the subject of a brief contextual reminder here.

4.1. Fixed BB, Mobile BB & TV

Collections	Periodicity	Sending of requests	Deadline for sending responses*
Fixed BB, Mobile BB & TV	Half-yearly	End of December 2025 End of June	4 March 2 September

This request mainly concerns the number of lines (broadband and TV) and the number of SIM cards marketed by operators. It consists of several sections, sometimes subdivided into sub-sections. In addition, if this request is sent every six months, some information is requested only annually. The table below summarises these different sections and subsections.

Sections	Subsections	Timing	Description
Fixed BB	Fixed BB & HQA	Half-yearly	Number of broadband lines sold to retail and wholesale customers by access technologies (DSL, Cable, FTTH, etc.), types of customers (business or residential) and types of networks used (own networks; joint ventures or subsidiaries; third party networks)
	BB Geo	Annual (December)	Number of broadband lines sold to retail and wholesale customers, by access technologies (DSL, Cable, FTTH, etc.), types of customers and Belgian municipalities
	Wholesalers	Annual (December)	List of wholesale customers and number of broadband lines sold, by technologies
Mobile BB	Mobile BB	Half-yearly	Number of SIM cards sold to business and residential customers, by types of traffic generated (3G, 4G, 5G)
	Mobile data use	Half-yearly	Effective monthly consumption (Gb) of data subscriptions by residential customers

TV	TV Geo	Annual (December)	Number of TV subscriptions sold to retail customers by municipalities
xP	xP Residential	Half-yearly	For residential customers: distribution of broadband lines sold by marketed product offers (1P, 2P, 3P or 4P offers); same for mobile customers (distribution of SIM cards sold by marketed products)

The request for information sent during this collection will be accompanied by a detailed description of what is expected and definitions of the indicators to be considered.

4.2. Quality KPI

Questionnaires	Periodicity	Sending of requests	Deadline for sending responses
Quality KPI	Half-yearly	End of December 2025 End of June	4 March 2 September

This collection is organised by the [BIPT Council Decision of 15 July 2015 regarding the quality of service indicators](#). This decision aims to impose on operators offering fixed and mobile electronic communications services the obligation to publish certain quality indicators on their websites. The result of this collection is made available to the public on the [BIPT's data portal](#) every six months.

4.3. Yearly statistics

Questionnaires	Periodicity	Sending of requests	Deadline for sending responses
Yearly statistics	Yearly	End of December 2025	4 March

This collection covers a whole series of financial and operational data of operators (turnover, investments, profitability, churn rate, use of the Easy Switch procedure, MVNO customers, etc.). It is organised in particular in the context of the implementation of Article 34 of the Act of 17 January 2003 ("the Council shall submit an annual report on its activities and the developments of the postal services and telecommunications markets to the Minister"), as well as in the context of the analysis of the relevant markets provided for in Article 55 of the Act of 13 June 2005. The annual report that the BIPT draws (among others) from this collection is available [on the Institute's website](#).

4.4. Revenues

Collections	Periodicity	Sending of requests	Deadline for sending responses
Revenues	Yearly	Late April, early May	30 June

The purpose of this collection is to collect the turnover of operators related to their activities in the electronic communications sector. This information is used in the following contexts:

- The calculation of the contribution of each operator to the financing of the Ombudsman (Articles 43bis and 45bis of the Act of 21 March 1991).
- The calculation of the administrative fee that the operator performing one of the electronic communications activities must pay annually to the Institute (Article 9 of the ECA and Article 8 of the Royal Decree of 7 March 2007).

This request will still be sent in the same way as before via a message from networks.services@bipt.be asking them to fill in a pdf form [like this one](#). The message sent will outline the legal context surrounding this request, as well as the deadline to be respected for sending the response. This response should be sent by email to networks.services@bipt.be.

4.5. Mobile Users (emergency services fund)

Collections	Periodicity	Sending of requests	Deadline for sending responses
Mobile Users (emergency services fund)	Yearly	Early September	1 st October

The purpose of this collection is to gather information on the number of active end users of mobile electronic communications services. This information is used to calculate each operator's contribution to the emergency services fund (article 4 of the Royal Decree of 2 April 2014 establishing the operating procedures of the fund for emergency services providing on-site assistance).

4.6. Fixed coverage

Collections	Periodicity	Sending of requests	Deadline for sending responses
Fixed coverage	Half-yearly	End of January End of June	Mid-March Mid-September

This collection is organised by the [Decision of 8 March 2022 on the data that have to be provided for the geographical studies with regard to the fixed electronic communications networks capable of providing broadband services](#).

By means of this collection, the BIPT analyses the geographical coverage of fixed electronic communications networks that can provide broadband services and maps it every year. The resulting fixed coverage map is available on [the BIPT's online data portal](#) .

4.7. Fiber coverage

Collections	Periodicity	Sending of requests	Deadline for sending responses
Fiber coverage	Quarterly	Early March Early June Early September Early December	1 st April 1 st July 1 st October 1 st January 2027

This collection is organised by the same decision as that governing the "Fixed coverage" collection (see 4.5 above, section 6 of the Decision of 8 March 2022). Unlike the "Fixed coverage" collection (held semi-annually), the "Fiber coverage" collection is held on a quarterly basis. The resulting fibre coverage map is available on [the BIPT's online data portal](#).

4.8. Mobile coverage

Collections	Periodicity	Sending of requests	Deadline for sending responses
Mobile coverage	Half-yearly	End of October 2025 End of June	End of January End of September

This collection is organised by the [Decision of 19 December 2023 on the data to be provided for the geographical studies with regard to the mobile electronic communications networks capable of providing broadband services](#).

The resulting mobile coverage map is available on [the BIPT's online data portal](#).

4.9. Intra EEA Traffic (BEREC)

Collections	Periodicity	Sending of requests	Deadline for sending responses
Intra EEA Traffic (BEREC)	Yearly	End of March	Mid-April

This collection is organised by the BIPT on behalf of BEREC, which defines the format, content and timing.

4.10. Roaming (BEREC)

Collections	Periodicity	Sending of requests	Deadline for sending responses
Roaming (BEREC)	Yearly	End of September	Mid-November

This collection is organised by the BIPT on behalf of BEREC, which defines the format, content and timing.

5. Contact

For any comments or questions regarding this vade mecum and the recurring data collections organised by the BIPT concerning the electronic communications sector, we invite you to contact us at the following address: recurring.data.collect@bipt.be.