



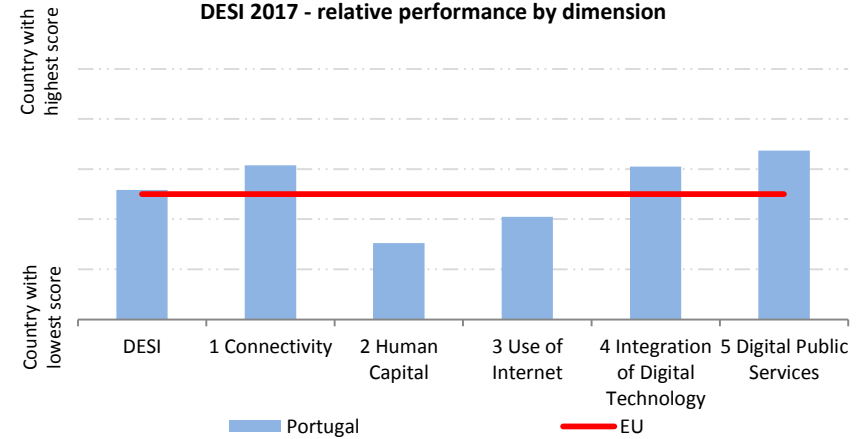
Portugal ranks 15<sup>th</sup> in DESI 2017. It improved its score in all DESI dimensions with the exception of Digital Public Services. Greatest progress took place in fixed and mobile broadband take-up (Connectivity) as well as in the corporate use of digital technologies. Portugal's greatest challenge lies in raising the digital skills levels of its population.

The Digital Economy and Society Index is a composite index measuring progress in digital through five components:

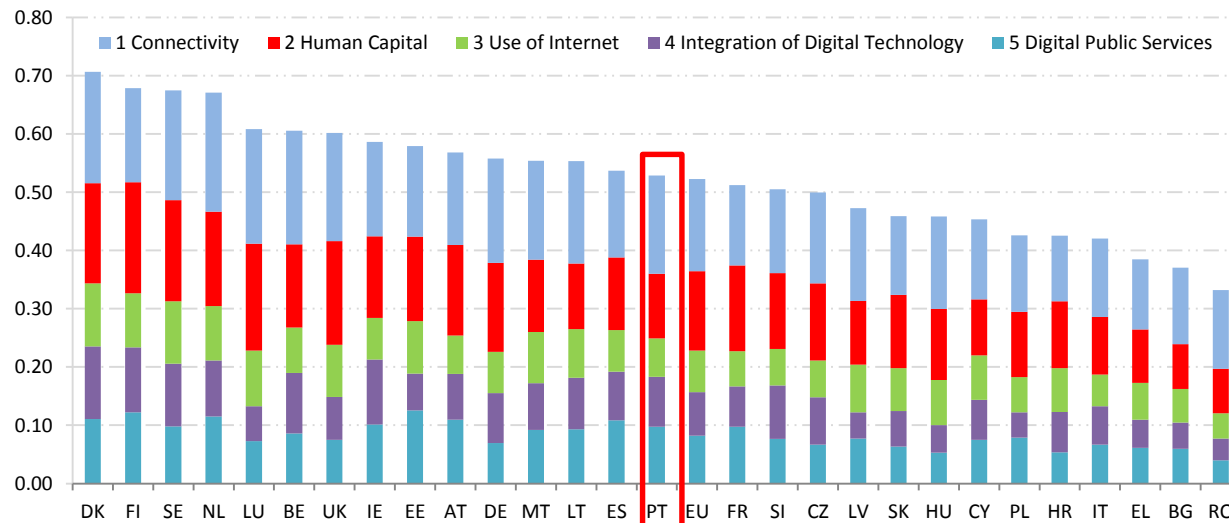
1 Connectivity	Fixed Broadband, Mobile Broadband, Broadband speed and prices
2 Human Capital	Basic Skills and Internet Use, Advanced skills and Development
3 Use of Internet	Citizens' use of Content, Communication and Online Transactions
4 Integration of Digital Technology	Business digitisation and eCommerce
5 Digital Public Services	eGovernment

**Clustering:** Portugal belongs to the cluster of medium performing countries.

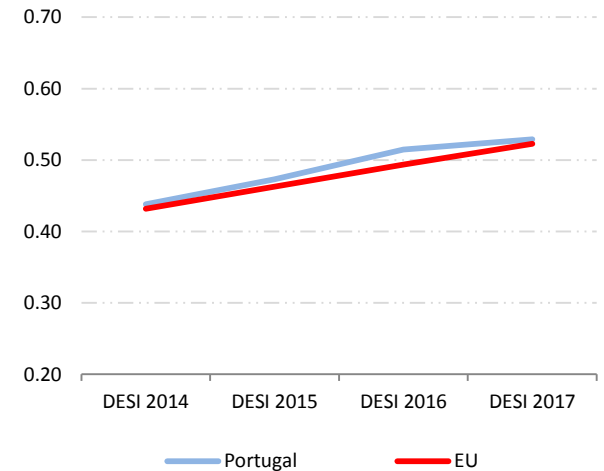
	Portugal rank	Portugal score	Cluster score	EU score
DESI 2017	15	0.53	0.54	0.52
DESI 2016 <sup>1</sup>	14	0.51	0.51	0.49



Digital Economy and Society Index (DESI) 2017 ranking



DESI - evolution over time

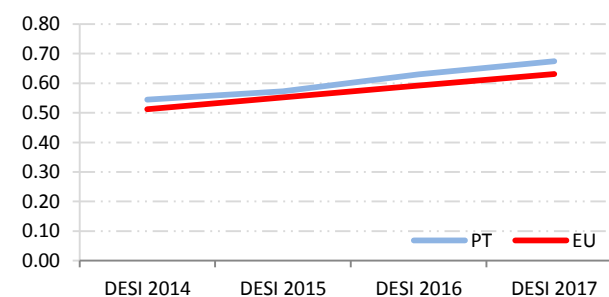


1) Connectivity: Take-up levels of fixed as well as mobile broadband services increased significantly in 2016. Progress also occurred regarding the number of subscriptions to fast broadband and NGA coverage, where Portugal is one of Europe's leaders.

	Portugal				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
<b>1a1 Fixed Broadband Coverage</b> % households	99.76%	↓ 8	99.81%	7	98%
	2016		2015		2016
<b>1a2 Fixed Broadband Take-up</b> % households	68%	↑ 19	61%	22	74%
	2016		2015		2016
<b>1b1 Mobile Broadband Take-up</b> Subscriptions per 100 people	55	↑ 26	51	25	84
	June 2016		June 2015		June 2016
<b>1b2 4G coverage<sup>2</sup></b> % households (average of operators)	95%	6	NA		84%
	2016				2016
<b>1b3 Spectrum<sup>3</sup></b> % of the target	69%	↓ 14	75%	8	68%
	2016		2015		2016
<b>1c1 NGA Coverage</b> % households	95%	↑ 5	91%	7	76%
	2016		2015		2016
<b>1c2 Subscriptions to Fast Broadband</b> % subscriptions >= 30Mbps	63%	↑ 4	57%	7	37%
	June 2016		June 2015		June 2016
<b>1d1 Fixed Broadband Price<sup>4</sup></b> % income	2.1%	↑ 23	2.3%	25	1.2%
	price 2016, income 2015		price 2015, income 2015		price 2016, income 2015

1 Connectivity	Portugal		Cluster	EU
	rank	score	score	score
DESI 2017	10	0.67	0.63	0.63
DESI 2016	11	0.63	0.60	0.59

1 Connectivity - evolution over time

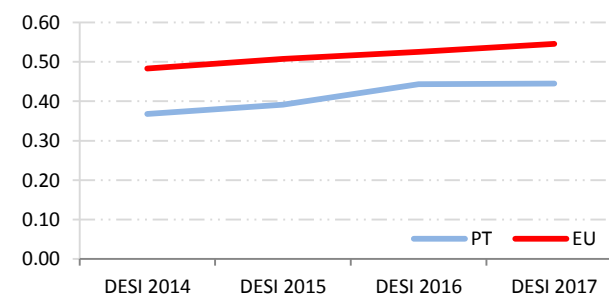


2) Human Capital: The share of Portuguese citizens using the internet grew compared to a year earlier but remains well below EU average. There continues to be room for enhancing digital skills, which saw no progress over the period.

	Portugal				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
<b>2a1 Internet Users</b> % individuals	68%	↑ 24	65%	23	79%
	2016		2015		2016
<b>2a2 At Least Basic Digital Skills</b> % individuals	48%	→ 21	48%	21	56%
	2016		2015		2016
<b>2b1 ICT Specialists<sup>5</sup></b> % individuals	2.3%	↓ 22	2.5%	21	3.5%
	2015		2014		2015
<b>2b2 STEM Graduates</b> Per 1000 individuals (aged 20-29)	20	↓ 8	21	7	19
	2014		2013		2014

2 Human Capital	Portugal		Cluster	EU
	rank	score	score	score
DESI 2017	22	0.45	0.57	0.55
DESI 2016	19	0.44	0.55	0.53

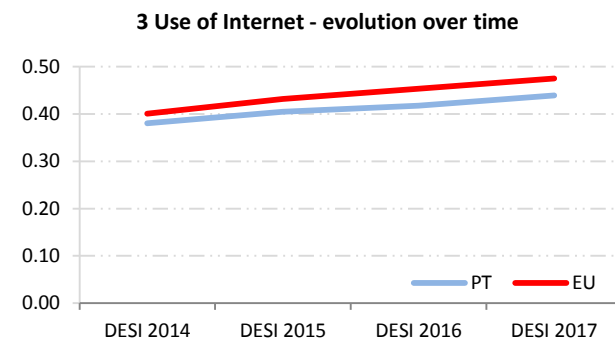
2 Human Capital - evolution over time



3) Use of Internet: Despite an uptick in the share of internet users making video calls online and using social networks, there is still reluctance to engage in online transactions through online shopping and eBanking.

	Portugal				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
<b>3a1 News</b>	78%	→ 14	78%	14	70%
% individuals who used Internet in the last 3 months	2016		2015		2016
<b>3a2 Music, Videos and Games<sup>6</sup></b>	83%	10	NA		78%
% individuals who used Internet in the last 3 months	2016				2016
<b>3a3 Video on Demand<sup>7</sup></b>	9%	22	NA		21%
% individuals who used Internet in the last 3 months	2016				2016
<b>3b1 Video Calls</b>	39%	↑ 21	37%	19	39%
% individuals who used Internet in the last 3 months	2016		2015		2016
<b>3b2 Social Networks</b>	74%	↑ 9	70%	10	63%
% individuals who used Internet in the last 3 months	2016		2015		2016
<b>3c1 Banking</b>	41%	→ 24	41%	24	59%
% individuals who used Internet in the last 3 months	2016		2015		2016
<b>3c2 Shopping</b>	43%	↓ 24	44%	22	66%
% internet users (last year)	2016		2015		2016

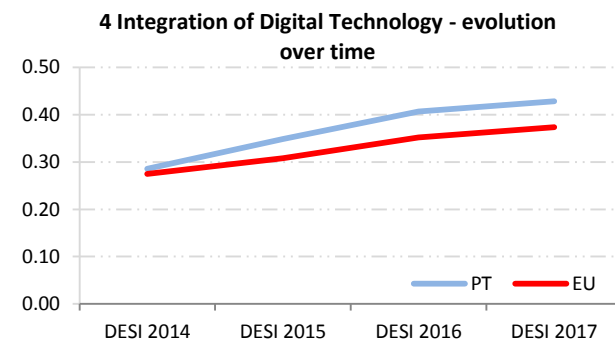
3 Use of Internet	Portugal		Cluster	EU
	rank	score	score	score
DESI 2017	19	0.44	0.45	0.48
DESI 2016	19	0.42	0.42	0.45



4) Integration of Digital Technology: Portugal's businesses feature high rates of information sharing and RFID technology use. Use of social media and eInvoicing increased significantly in 2016, but the share of SMEs selling online and of eCommerce in SME turnover both flattened.

	Portugal				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
<b>4a1 Electronic Information Sharing</b>	44%	5	44%	5	36%
% enterprises	2015		2015		2015
<b>4a2 RFID</b>	8.0%	2	8.0%	2	3.9%
% enterprises	2014		2014		2014
<b>4a3 Social Media</b>	17%	↑ 17	12%	21	20%
% enterprises	2016		2015		2016
<b>4a4 eInvoices</b>	19%	↑ 9	13%	14	18%
% enterprises	2016		2015		2016
<b>4a5 Cloud</b>	11%	18	NA		13%
% enterprises	2016		2015		2016
<b>4b1 SMEs Selling Online</b>	18%	↓ 11	19%	9	17%
% SMEs	2016		2015		2016
<b>4b2 eCommerce Turnover</b>	12.0%	↓ 7	13.3%	5	9.4%
% SME turnover	2016		2015		2016
<b>4b3 Selling Online Cross-border</b>	7.9%	16	7.9%	16	7.5%
% SMEs	2015		2015		2015

4 Integration of Digital Technology	Portugal		Cluster	EU
	rank	score	score	score
DESI 2017	9	0.43	0.40	0.37
DESI 2016	9	0.41	0.37	0.35

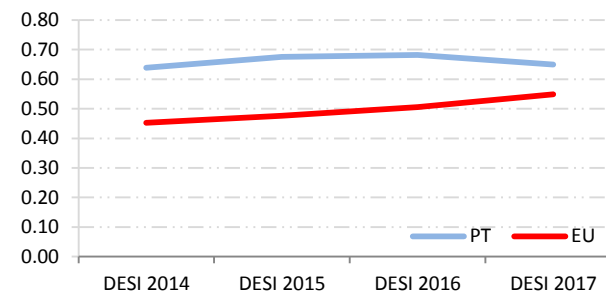


5) Digital Public Services: Portugal is among Europe's best performers but its score worsened compared to a year earlier, mainly due to weaknesses in the amount of data being pre-filled in online forms and in Open Data.

	Portugal				EU
	DESI 2017 value	rank	DESI 2016 value	rank	DESI 2017 value
<b>5a1 eGovernment Users</b> % internet users (last year)	41% →	9	41%	9	34%
<b>5a2 Pre-filled Forms</b> Score (0 to 100)	74 ↓	4	81	4	49
<b>5a3 Online Service Completion</b> Score (0 to 100)	96 ↓	4	98	3	82
<b>5a4 Open Data<sup>8</sup></b> % of maximum score	41% ↓	25	44%	16	59%

5 Digital Public Services	Portugal		Cluster	EU
	rank	score	score	score
DESI 2017	10	0.65	0.59	0.55
DESI 2016	7	0.68	0.56	0.51

5 Digital Public Services - evolution over time



### Methodological note

<sup>1</sup> **DESI 2016** was re-calculated for all countries to reflect slight changes in the choice of indicators and corrections to the underlying indicator data. As a result, country scores and rankings may have changed from the previous publication.

<sup>2</sup> **4G coverage:** This is a new DESI indicator measuring the average coverage of telecom operators' 4G networks.

<sup>3</sup> **Spectrum:** There is a decrease in most of the Member States due to the additional EU harmonisation of the 700 MHz band in April 2016.

<sup>4</sup> **Fixed Broadband Price:** Due to a slight methodological change, historical data was re-calculated.

<sup>5</sup> **ICT Specialists:** Historical data have been revised by Eurostat.

<sup>6</sup> **Music, Videos and Games:** Break in series due to a change in the Eurostat survey.

<sup>7</sup> **Video on Demand:** Break in series due to a change of data source. New source is Eurostat.

<sup>8</sup> **Open Data:** Change of data source. The historical data have also been restated. The new source is the European Data Portal.