

CONCLUSION.....116

CONCLUSION

In the context of the dynamic digital world nowadays, products and services that are used anywhere, anytime, on any device and with guaranteed quality are more and more significant to social progress and economic development. The development of electronic communications allowed for the mobile use of market and administrative services. In the long run, the development of electronic communications market in Bulgaria is expected to continue the observed migration of subscribers from fixed voice services to mobile services. Given the maturity of the market, the growth rate of broadband access and mobile services will slow down. The impact of OTT services on electronic communications market is increasing, but the extent of that impact depends on the business model which will be implemented by the undertakings providing traditional communication services, compared to OTT providers.

To meet the new challenges related to the promotion of competition and consumer protection, the strategy and objectives of the regulator are to be reviewed and adapted according to the amendments to the revised European regulatory framework. One of the key priorities of the CRC for 2015 will be to update the Commission's strategy, given the need for intensive work and a proactive position in the process of review and revision of the European regulatory framework. The involvement of BEREC in this process also requires the recognition of the increasing involvement on behalf of CRC. The responsibility of the Bulgarian regulator to implement the European regulatory framework, conforming its policies and actions to the national specifics, remains a challenge that can be met with the implementation of both the current practice of CRC, and the best regulatory practices recommended by BEREC.

The completion of the second round of analysis of the relevant markets of wholesale local access provided at a fixed location (3a) and of central access provided at a fixed location for mass market products (3b) according to the list of markets to Recommendation 2014/710/EU on relevant markets will create a predictable regulatory environment for the undertakings operating on the market. In 2015 as well, the focus of the actions of CRC will be the improvement of market conditions by reviewing the relevant wholesale markets and selection of appropriate regulatory measures. CRC will launch the second round of the procedure for definition, analysis and assessment of the wholesale market for high-quality access provided at a fixed location (Market 4 of Recommendation 2014/710/EU). CRC will also review the imposed specific obligations on the wholesale markets for call termination on individual public telephone networks provided at a fixed location and voice call termination on individual mobile networks (Markets 1 and 2 of Recommendation 2014/710/EU). Meanwhile, CRC will continue its work on the review and amendment of the regulations related to the quality of Internet access service in order to refine the requirements for the undertakings and ensure transparency and protection of end users.

The work of the CRC will continue to be mainly guided by the creation of conditions that lead to increased efficiency in the deployment of high-speed electronic communications infrastructure and the implementation and enforcement of mechanisms for improving the quality of broadband access services. CRC will continue its work on putting into practice the provisions of the new decisions of the European Commission on harmonized radio frequency spectrum use and ensuring efficient allocation and use of this scarce resource. One of the priorities of the CRC is also to update the Regulatory policy for radio frequency spectrum management and the effective management and use of this scarce resource in accordance with the policies of the European Union.

In 2015 as well, the amendments to the European regulatory framework will continue to be introduced in Bulgarian legislation. In this aspect, the activities of CRC will be focused on harmonizing the practice at the European and regional level and further development of competition at the national level.

Pursuant to its powers and in the spirit of an open and constructive dialogue with all stakeholders, the Commission will continue to contribute to the improvement of the conditions for market development, increasing the opportunities for informed consumer choice and adequate protection of their rights.