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XI. CONTROL ON THE COMMUNICATIONS

The General Directorate "Communications Control" within CRC performs the control on communications. In order to achieve better efficiency in audit performing and according to the development and operation of the National system for monitoring of radio frequency spectrum for civil needs, CRC structure includes 6 regional units in the towns of Sofia, Plovdiv, Bourgas, Varna, Veliko Tarnovo and Vratza.

Control activity is performed in three directions: fixed and mobile monitoring, control of radio frequency spectrum and inspections in the sub-control units.

1. Monitoring and control of the radio frequency spectrum

In 2003, the activities related to monitoring and control of the radio frequency spectrum were mainly directed towards the fulfilment of the following tasks:

- ❖ Measuring and assessment of trans-border interferences within the ranges of terrestrial VHF FM and television broadcasting – 38 settlements located in the border area.
- ❖ Checking the occupation of the radio frequency spectrum on the territory of the country with regards to the frequency planning for licensing of telecommunications operators of terrestrial VHF FM and television broadcasting – 29 settlements.
- ❖ Measuring and checking signals and complaints, localization and identification of the sources of interferences and illegal users of radio frequency spectrum – 196 calls.
- ❖ Checking of connection quality and service zones by the licensed GSM operators in 46 settlements
- ❖ Examination and analysis of EMC between the users of the radio frequency spectrum and the air traffic radio navigation complexes in Sofia and Plovdiv regions.
- ❖ Check-ups for compliance of the parameters of the signal emitted by the 24 radio broadcasting stations with the parameters specified in the approved new working projects.
- ❖ 12-hours air control of the technical parameters of VHF FM radio transmitters in Sofia and Varna.
- ❖ 12-hours air control of the radio frequency spectrum in Sofia.

2. Inspections of communications

With respect to the functions of the General Directorate "Communications Control" related to the control of telecommunications in accordance with the Telecommunications Act and the provision of postal services under the Postal Services Act, the following activities were performed:

- ❖ In compliance with the current legislation related to the air broadcasting electronic media, the activities of five operators were terminated as the Chairman of CRC handed them an order to cease the construction, maintenance and operation of public telecommunications network for terrestrial television broadcasting with local coverage, which is against the Telecommunications Act;

- ❖ A total of 791 inspections were made in connection with the implementation of the terms and conditions of the individual licenses for construction, maintenance and operation of public telecommunications cable networks for allocation of radio and TV signals. The number of violations related to the service quality provided in these networks decreases, but the quality of these services continues to be a problem. Most of these operators are now providing a broadband subscriber access and thus the range of services provided by this kind of telecommunications networks increases.
- ❖ A total of 224 inspections of public broadcasting networks were made. Specific violations in these networks include any kind of changes to the emission point and the transmitter's output capacity, permitted by the license;
- ❖ A total of 50 inspections of telecommunications networks for terrestrial TV broadcasting were performed;
- ❖ A total of 471 inspections were made in connection with the implementation of terms and conditions for the individual licenses for construction, maintenance and operation of PMR mobile networks, as well as for termination of issued licenses. Major violations in these networks are the greater output capacity of the radio stations and the fees for frequency resource not paid.
- ❖ A total of 11 inspections of VSAT terrestrial fixed satellite stations for personal needs were made. Violations of the individual licenses comprise mainly not paying the due fees on time;
- ❖ A total of 18 inspections of data transmission networks were made. Special attention was paid to the construction of LAN and RLAN networks on the territory of Sofia and Plovdiv, but the possibilities for stopping the chaotic cabling in the big residential areas are still limited.
- ❖ 18 complaints from subscribers of both mobile operators MobilTel EAD and Cosmo Bulgaria Mobile EAD were filed by CRC during the above mentioned period. Most of the complaints are related to incorrectness of the bills, wrong calculation and pricing, as well as to poor service quality. During the year no complaints regarding the connections of the mobile operators were registered.

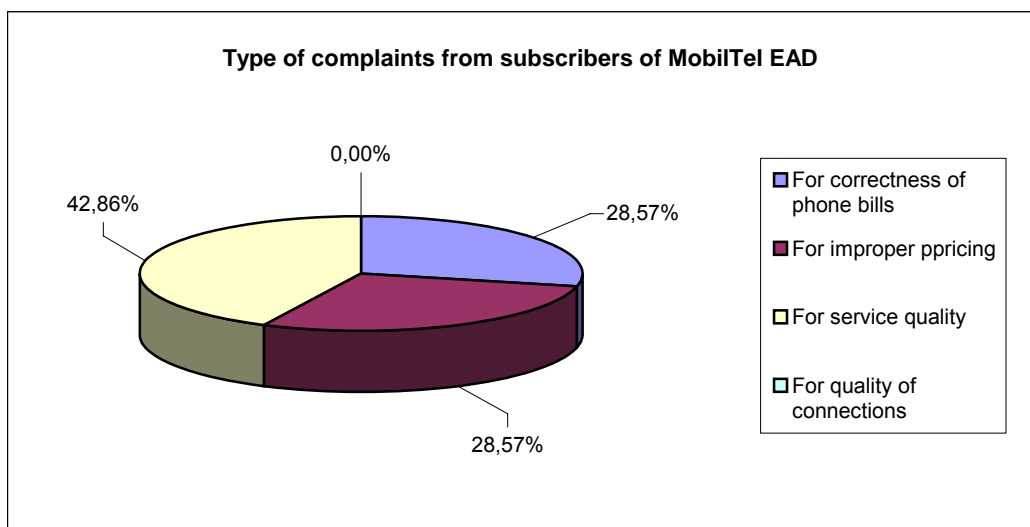


Figure 51

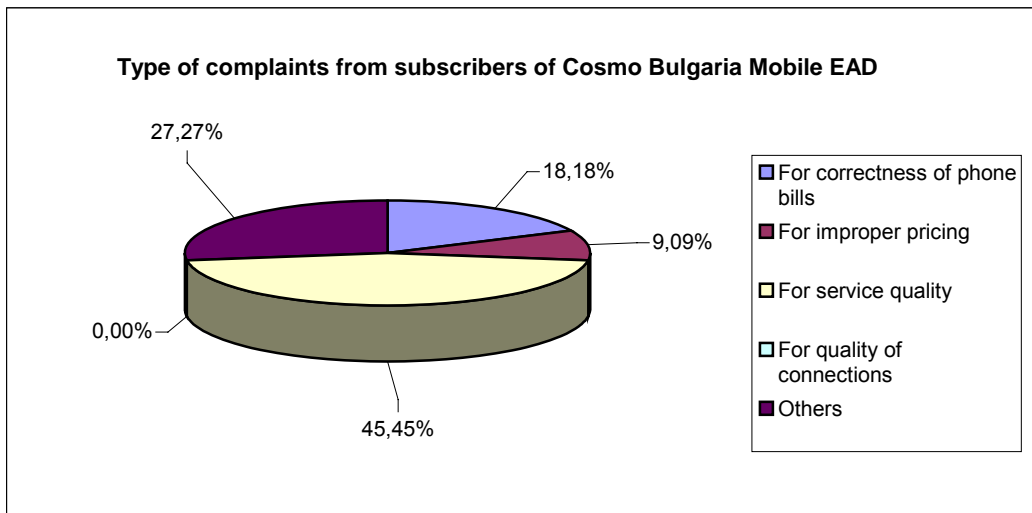


Figure 52

- ❖ A total of 24 inspections, regarding the observation of BTC PLC license conditions for users' protection, while establishing an efficient administrative system, able to respond to complaints and signals, were made during the abovementioned period;

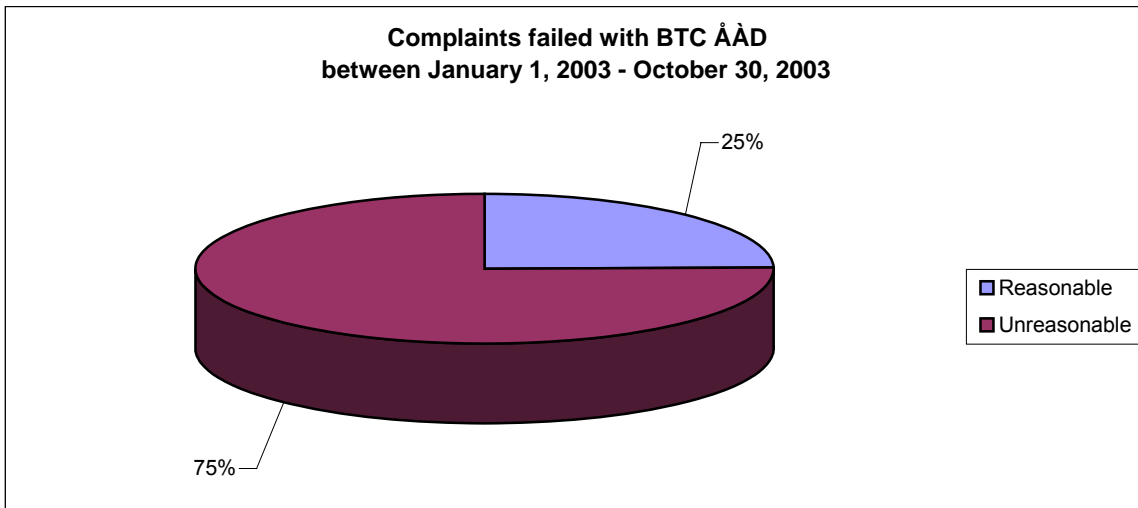


Figure 53

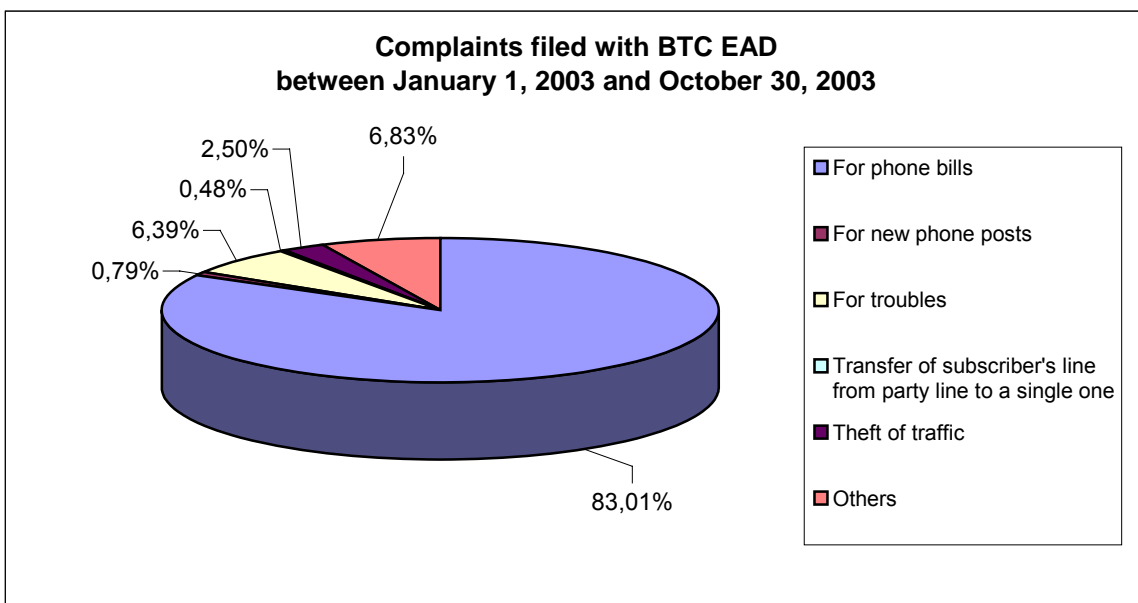


Figure 54

- ❖ 42 penal acts were issued on the basis of the records of findings received from the BTC PLC units concerning some troubles in the telecommunications networks and interruption of the telecommunications. Another 9 penal acts were issued for the realization disturbing calls;
- ❖ 12 radio relay networks were inspected;
- ❖ In accordance with the requirements set in Chapter 13 of the Telecommunications Act and as a result of the respective inspections made, 335 administrative violations were found and 355 acts issued, 151 administrative penal acts and 32 resolutions for termination of the penal proceedings were handed;
- ❖ Regarding the provision of universal postal service by the principal postal operator Bulgarian Posts PLC 16 territorial units were inspected and 64 records of findings were made. It was found that in most of the inspected units the parcels included in the universal postal service did not meet the addressing requirements of the Global Postal Union, and in some territorial units there was no access of the consumers to the copy of the General terms and conditions; service prices were not put in a visible and easy-to-access place. As a result of the inspections and the instructions provided and in accordance with the Postal Services Act, the head-office of Bulgarian Posts PLC sent to all territorial units information boards containing the necessary information for the consumers;
- ❖ 10 operators, registered for providing non-universal postal services were inspected. A violation related to the encroaching upon the sector reserved for the universal postal service was found. The respective penal act was issued according to the Statement of administrative violation;
- ❖ 11 complaints related to the application of the Postal Services Act were administered.

3. Supply of technical equipment

Continues the gradual construction, further equipment and exploitation of the National monitoring system – a network of operational and air control remote stations continues as part of the management of the radio frequency spectrum for civil needs.

For the above purposes, under the program of capital expenditure for acquisition of tangible fixed assets and based on the funds provided, contracts under the Public Procurement Act were signed with leading companies-producers for supply of the following specialized technical equipment:

- ❖ Mobile stations for radio frequency monitoring for operation within the range up to 3,0 GHz;
- ❖ Mobile stations for radio frequency monitoring for operation within the range up to 26,0 GHz;
- ❖ Set of antennas and direction finding systems for fixed monitoring stations;
- ❖ Monitoring mobile receivers for operation within the range up to 3,0 GHz;
- ❖ Spectrum analyzer for operation in frequency range up to 26,5 GHz;
- ❖ Power measuring devices.

Considering the technical time required for production and assembling, part of the above equipment will be delivered and put into operation in 2004.

4. Records of findings and of measurements and penal acts for administrative violations of the Telecommunications Act and the Postal Services Act

❖	Records of findings	1754 in total
	<u>Cable telecommunications networks</u>	<u>791</u>
	<u>Radio</u>	<u>224</u>
	<u>Television</u>	<u>50</u>
	<u>Data transmission</u>	<u>18</u>
	<u>PMR networks</u>	<u>471</u>
	<u>VSAT</u>	<u>11</u>
	<u>BTC EAD</u>	<u>24</u>
	<u>BP EAD</u>	<u>78</u>
	<u>Non-universal postal service</u>	<u>9</u>
	<u>Disconnected cables</u>	<u>40</u>
	<u>Disturbing calls</u>	<u>6</u>
	<u>Radio relay lines and networks</u>	<u>12</u>
	<u>TRUNK network</u>	<u>2</u>
	<u>GSM network</u>	<u>8</u>
	<u>ISM range</u>	<u>3</u>
	<u>Terrestrial mobile satellite network</u>	<u>2</u>
	<u>Others</u>	<u>5</u>
❖	Records of measurements	1166 in total
	<u>VHF and television</u>	<u>831</u>
	<u>PMR, radio telephone extensions and Ministry of Interior</u>	<u>239</u>
	<u>Mobile operators</u>	<u>78</u>
	<u>Air Traffic Control</u>	<u>9</u>
	<u>Others</u>	<u>9</u>
❖	Statements of administrative violations –	335 in total