

## CONCLUSION

With its work in the past year, CRC created a sustainable and predictable environment for development of the electronic communications sector. Among the main activities that contributed to the stability of the sector in the conditions of crisis are the completion of the second round of retail markets analysis and the imposed specific obligations on the undertaking with significant power, and the determined cost-oriented voice call termination rates on individual mobile and fixed networks. The secured predictability is a precondition for the presence during the past year of the increased interest of foreign strategic investors to be present on the Bulgarian market. CRC also continued its active work to ensure the respect of consumers' rights by the service providers. By amending the General Requirements for the provision of public electronic communications, the Commission contributed to the protection of the consumers' rights in the cases where violations were established. Among the most essential amendments fall the right to terminate the individual contract without sanctions in case of its unilateral amendment on initiative of the undertaking, the creation of a defence mechanism against high bills as a result of the use of the "mobile Internet" service, and the opportunity to select tariffs where per-second billing is applied after the first 30 seconds, etc.

The Commission is also working to create conditions leading to increased efficiency in the deployment of high-speed electronic communications infrastructure. In this respect, some of the undertakings performed trial provision of 4G mobile services during the year. In 2014, one undertaking is expected to start the commercial provision of 4G services to end users.

Some of the main challenges in the work of CRC will continue to be the maintaining of an effective competition, ensuring high quality of the provided services, and protection of the end users.

In light of the goals for smart, sustainable and inclusive growth set forth in the European initiative in the field of digital technologies (Europe 2020), the deployment of high-speed broadband access networks that would ensure a quality Internet access gains exceptional importance. According to the Initiative, until 2020 all EU citizens must have access to Internet with speeds of over 30 Mbit/s, and at least 50 % of the European households must be able to use Internet access with speeds of over 100 Mbit/s. In this aspect, CRC will work for introducing and applying mechanisms that would lead to increased quality of the provided services for broadband Internet access. By ensuring possibilities for measurement and control of the quality parameters achieved by the undertakings for the services they provide, CRC will contribute to better transparency in their use, as well as to promotion of competition.

The development of the wireless (terrestrial and satellite) broadband access is one of the instruments for achieving the goals of Europe 2020 and plays a key role in ensuring quality services for Internet access even in the most remote parts of the country. In this regard, in the following year CRC will continue to work, in conditions of an active and transparent dialogue with the stakeholders, for the introduction in practice of the provisions of the new decisions of the European Commission for harmonised use of the frequency spectrum and for ensuring an effective allocation and use of this scarce resource.

The maintaining of an effective competition on the dynamically changing, in the technological aspects, markets for electronic communications services is a difficult and responsible task. That is why the national regulatory authorities, and CRC in particular, will continue to focus on their regulatory intervention on the markets where the competition is not yet effective and which are of key importance for Europe's competitiveness. In this regard, one of the main tasks in the Commission's work during the next year will be the completion of the second round of market analyses of the markets for provision of wholesale access to the network infrastructure at a fixed location and for provision of wholesale broadband access, the imposing of specific obligations on the undertakings with significant power on these markets, as well as the control on the execution of measures already imposed. CRC will continue to apply the established European practices using the legislative tools to ensure a stable and predictable environment for all market players and to promote competition.

The protection of consumers' interests will remain one of the main priorities in the work of CRC in the following year as well. Among the regulatory measures it is envisaged to ensure full transparency of the used services and subscribers' bills, exhaustive content of the individual contracts comprising conditions for compensations and refunds in case of unlawful actions by the undertakings, as well as of

the opportunities to terminate the individual contracts. Internet access turns into a decisive factor for the economic, social and cultural activities, as well as into a main service provided by the undertakings. In this regard, it is especially important to introduce new measures for users' protection, including measures to guarantee an open Internet access. In addition, CRC will continue to work for strengthening the dialogue with the undertakings and to support the coordinated efforts of citizens and user organizations in protection of the users' rights at a national level.

In 2013, the European Commission launched a process for review and revision of the 2009 Regulatory Framework for electronic communications. The goal of these changes is to adapt the legislation to the intensive and significant changes in the sector of information and communication technologies observed in the last several years. The introduction of the amendments to the Bulgarian legislation and their subsequent application will be among the priorities of the Commission's work. In this respect, the Commission will continue to participate actively in the work of BEREC and IRG by contributing to the harmonization of the legislation and the practice at European level.

In 2014, the actions of the Commission will continue to be focused on improving the conditions for the building and functioning of the electronic communications market, for promotion of competition, for enhancing the possibilities for end users to make a choice, for raising the quality of services and for ensuring an adequate protection of the users' rights.