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IV. ACTIVITIES UNDER THE LAW ON ELECTRONIC COMMUNICATIONS AND THE LAW ON ELECTRONIC DOCUMENT AND ELECTRONIC SIGNATURE

1. Provision of electronic communications

With relation to the Law on amendment and supplement to the Law on Electronic Communications (prom. SG, issue 105, in force from 29.12.2011), in 2012, all authorizations for use of individually assigned scarce resource were brought into compliance.

1.1. Authorizations for use of individually assigned scarce resource

Table 11

Authorizations under the Law on Electronic Communications						
Electronic communication network	Amendments/Supplements/ Transfers (number)	Authorizations issued (number)	Terminated/Revoked (number)	Expired (number)	Authorizations in force as of 31.12.2011 (number)	Authorizations in force as of 31.12.2012 (number)
Electronic communications networks for terrestrial analogue broadcasting:						
broadcasting of television signals with national and local coverage	200	1	3	-	120	118
broadcasting of radio signals with national and local coverage	380	20	13	1	304	310
Electronic communications networks for terrestrial analogue and digital broadcasting of radio signals in the HF bands for service areas outside the territory of the Republic of Bulgaria.	-	1	-	-	-	1
Electronic communications networks for terrestrial digital broadcasting	9	-	-	-	4	4
Electronic communications networks from the mobile radio service - paging	2	-	-	-	2	2
Electronic communications networks from the mobile radio service - TRUNK	3	-	-	-	3	3
Electronic communications networks from the mobile radio service - PMR	644*	46*	72	11	645	608
Electronic communications networks from the aeronautical mobile radio service	13	2	1	-	13	14
Electronic communications networks from the mobile radio service - TETRA	3	-	-	-	3	3
Land mobile network – in the frequency bands 900 MHz and/or 1800 MHz	6	-	-	-	6	6
Land mobile network – UMTS in the frequency band 2 GHz	4	-	-	-	3	3
Land mobile network - PAMR	1	-	-	-	1	1

Aeronautical mobile, radiolocation and radionavigation radio services for the air traffic control and provision of aeronavigation service of flights in the civil air space	1	-	-	-	1	1
Provision of positions on the geostationary orbits allocated to the Republic of Bulgaria via international agreements	3	-	-	-	2	2
Electronic communication networks from the fixed satellite radio service	12	1	2	-	16	15
Electronic communications networks from the fixed radio service of the "point-to-point" type	164**	0	7	-	111	104
Electronic communications networks for broadband wireless access (BWA)	4	-	-	1	6	5
Electronic communications networks for fixed wireless access (FWA)	-	-	-	-	1	1
Electronic communications networks for the provision of a fixed voice telephone service	62	2	2	0	34	34
Electronic communications networks for the provision of access to a voice telephone service through the carrier selection service	11	1	2	0	9	8
Electronic communications network for data transfer - numbers	4	0	0	0	3	3
Electronic communications network from the fixed radio service of the "point-to-multipoint" type – numbers	1	0	0	0	1	1
Public telephone service and all services included in the GSM and/or UMTS standard	6	0	0	0	3	3
TOTAL:						
Temporary authorizations	-	12	-	-	-	-

* The total number of provided radio frequencies is 214;

** Amendments and supplements to the technical data of a total of 2,788 radio relay links, including provided radio frequency spectrum for new 2,076 links.

1.2. Notifications on the provision of public electronic communications

The public electronic communications subject to a notification regime are included in the *List of networks and services for operation of public electronic communications within general frame of requirements*. In 2012, CRC adopted a new List of networks and services for operation of public electronic communications within general frame of requirements. It reflects the existing state of the markets for public electronic communications networks and services. The Public Registry of undertakings which have notified the Commission of their intention to provide public electronic communications was also updated in accordance with the new List.

Table 12

Public Registry of undertakings which have notified the Commission of their intention to provide public electronic communications (Registry under Art. 33, Para 1, item 1 of LEC)			
Type of activity	as of 31.12.2011 (number)	2012 (number)	Total
Processed notifications for provision of public electronic communications	1380	210	1590
Processed notifications for termination of the provision of public electronic communications	591	107	698
Issued certificates for entry in the Registry	157	49	206
Undertakings entered in the Registry	1650	111	1761
Undertakings deleted from the Registry	491	113	604

1.3. Provision of electronic communications through radio equipment from the amateur radio service

Table 13

Table 14

Authorizations, certificates and licenses				Exams for radio amateur capacity			
Type of document	as of 31.12.2011 (number)	2012 (number)	Total	Exams/ Examined persons	as of 31.12.2011 (number)	2012 (number)	Total
Authorizations for radio amateur capacity	2310	209	2519	Exams	68	7	75
HAREC certificates	224	15	239	Examined persons	1869	201	2070
CEPT licenses	348	23	371				
TOTAL:	2882	247	3129				

In 2012, 249 personal and 232 temporary identification signs of persons with radio amateur capacity were determined. In addition, exams for radio amateur capacity were held in the cities of Sofia, Kazanlak, Plovdiv and Ruse.

2. Market regulation

The main goal in the activity of CRC is to ensure conditions for the development of effective competition on the electronic communications markets allowing users to make an informed choice and satisfying their needs of diverse, qualitative, modern and affordable electronic communication services. In this respect, the collection of information about the activity of undertakings, the analysis of competitive environment on the electronic communications market, and the regulatory measures taken with the purpose to ensure a competitive environment, are among the main priorities in the Commission's work.

2.1. Monitoring of the electronic communications market

In accordance with Art. 40 of LEC, as well as Art. 15 of the Methodology for the terms and procedures of relevant market definition, analysis and assessment¹ (the Methodology), the monitoring of the Bulgarian electronic communications market is carried out by CRC through observation of a set of parameters for which data is collected from approximately 1300 undertakings by means of special-purpose questionnaires, drafted in compliance to the public electronic communication services provided by them. The set of parameters spans information necessary to the Commission for:

- definition, analysis and assessment of the relevant electronic communications markets according to the 2002 European regulatory framework;
- preparation of a summarized annual analysis on the state and development of the electronic communications market in Bulgaria for the preceding year, part of the regulator's Annual Report;
- providing information to the EC related to the preparation of the annual progress reports for the single European electronic communications market aimed at achieving the objectives set out in the Digital Agenda Scoreboard for Europe adopted in May 2010;
- providing information to international institutions and organizations of which CRC is a member by virtue of international agreements: ITU, BEREC, Independent Regulators Group (IRG), etc.

2.2. Definition, analysis and assessment of the relevant electronic communications markets according to the 2002 European regulatory framework

In 2012 was completed the work on the definition, analysis and assessment of the following markets:

✓ retail market for leased lines, market for wholesale terminating segments of leased lines and market for wholesale trunk segments of leased lines in the Republic of Bulgaria, adopted by CRC's Final Decision No. 1954 of 27.09.2012. With its Decision, the Commission defined the submarket for wholesale terminating segments of leased lines with speeds up to and including 8 Mbit/s as a market susceptible to ex ante regulation. On the grounds of analysis and assessment concerning the presence of effective competition, CRC designated the BULGARIAN TELECOMMUNICATIONS COMPANY AD as an undertaking with significant market power on the relevant submarket and imposed on it concrete specific obligations: obligation for access to necessary network elements and equipment to use the service "wholesale terminating segments of leased lines with speeds of up to and including 8 Mbit/s"; obligation for non-discrimination, obligation for transparency and price regulation.

The imposed regulatory measures created conditions for stimulating the entry to the relevant retail leased lines market under equal competition conditions for the market players.

✓ wholesale market for voice call termination on individual mobile networks - second round, adopted with CRC's Final Decision No. 1362 of 31.05.2012. The Decision confirmed the conclusions of the first round of the relevant market analysis, i.e. that the so defined market is susceptible to ex ante regulation. BULGARIAN TELECOMMUNICATIONS COMPANY AD, COSMO BULGARIA MOBILE EAD and MOBILTEL EAD were defined as undertakings with significant market power on the relevant market and particular specific obligations were imposed on them for: access to and use of necessary network elements and/or equipment; transparency; non-discrimination and price regulation.

✓ wholesale market for call origination on the public telephone network provided at a fixed location and the wholesale market for call termination on individual public telephone networks provided at a fixed location - second round, adopted with CRC's Final Decision No. 1361 of 31.05.2012. The Decision confirmed the conclusions of the first round of the relevant market analysis, i.e. that the so defined market is susceptible to ex ante regulation. BULGARIAN TELECOMMUNICATIONS COMPANY AD was defined as an undertaking with significant market power on the market for call origination on the public telephone network provided at a fixed location. BULGARIAN TELECOMMUNICATIONS COMPANY AD, along with

¹ The Methodology was adopted by Ordinance No. 2076 of 23.10.2012 and promulgated in the State Gazette, issue 89 of 13 November 2012.

19 other undertakings², were defined as undertakings with significant market power on the market for call termination on individual public telephone networks provided at a fixed location and particular specific obligations were imposed on them for: access to and use of necessary network elements and/or equipment; transparency; non-discrimination and price regulation.

The imposed specific obligations on wholesale markets of call termination on individual mobile networks - second round, and markets for call termination on individual public networks at a fixed location reduced wholesale prices. As it was already mentioned, in accordance with the adopted by the Commission glide-path for reduction, call termination rates on individual mobile networks were reduced by an average of 57.6%, as of 01.07.2012. Termination rates in individual public telephone networks provided at a fixed location registered a drop since 2011, by over 7% for the local segment and by nearly 22% for the national segment, respectively. It should be noted that with Decision No. 1361 of 31.05.2012, the single segment merged into the local, and local segment rates are applied.

In 2012, CRC also launched the procedure for the second round of analyses of the markets for access to public telephone network at a fixed location and publicly available telephone services provided at a fixed location, and with Decision No. 2171 of 03.12.2012, the Commission launched a public consultation on the draft decision.

In the past year, the execution of the contract under public procurement opened in 2011 for determining the form and methodology for introduction of accounting separation and development of Bottom-Up models for determining the long-run incremental costs (LRIC) of fixed and mobile networks, was completed.

In order to comply with the principles of transparency and foreseeability, with its Decision No. 227 of 16.02.2012, CRC opened a public consultation procedure on the general principles applied for determining the costs of an effective operator, the rules for network design, the structure of costing models was presented, in addition to the principles of cost allocation related to the imposed obligations for introduction of accounting separation.

With Decision No. 1882 of 23.08.2012, following a procedure for public consultation, CRC adopted a final decision by which it determined the form and methodology for introduction of accounting separation.

In October 2012, the results of the developed fixed and mobile networks models for determining the costs of an effective operator were subject to a public consultation. With Decision No. 2225/19.12.2012, the Commission adopted draft decisions for determining cost-oriented termination rates on individual mobile networks and origination/termination on public telephone networks provided at a fixed location, which are subject to notification in 2013.

2.3. International roaming

In execution of Regulation (EU) No. 531/2012³ on roaming on public mobile communications networks within the Community (the Regulation), as of 1 July 2012, the Bulgarian mobile undertakings offered to their subscribers Eurotariff for voice services, Euro-SMS tariff and Euro-data tariff, in compliance with the new price caps. These tariffs are not linked to any subscription or any other periodic or fixed fees, and may be combined with any retail tariff. The Bulgarian undertakings provide to their roaming subscribers information about tariffs of regulated voice services, SMS messages and data transfer services, in accordance with the Regulation's requirements. In order to protect the users from excessively high bills, with Regulation 544/2009, a price cap for data roaming within the EU was introduced, which did not exceed the amount of EUR 50 (VAT excl.) expressed in Bulgarian levs. Since the moment the new Regulation entered into force, the limit has been applied for data roaming services used by clients travelling outside the EU, provided that the operator is able to monitor the consumption of its clients in real time. Otherwise, the client must be immediately informed of the inability to monitor their consumption in real time and, respectively, to guarantee the compliance with the determined limit.

The prices for international roaming of Bulgarian undertakings providing mobile services, within the EU as of 01.07.2012, are as follows:

² http://www.crc.bg/files/_bg/M2i3_BG_Final_Decision_31_05_2012.pdf - Decision No. 1361 of 31.05.2012.

³ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2012:172:0010:0035:BG:PDF>

Table 15

Eurotariff *	Undertaking		
	MOBILTEL EAD	COSMO BULGARIA MOBILE EAD	BTC
Eurotariff	///	///	///
Outgoing call (BGN/min., VAT incl.)	0.68	0.68	0.673
Incoming call (BGN/min., VAT incl.)	0.187	0.187	0.186
Euro-SMS tariff	///	///	///
SMS message **	0.211	0.204	0.209
Mobile Internet (1 MB)	1.642	1.642	1.626

*Way of charging: Incoming calls are billed per second, while the initial interval for billing outgoing calls is 30 seconds, and then billing is per second. The Internet charging interval is 1KB.

** SMS termination is not charged.

Source: The official websites of MOBILTEL EAD, COSMO BULGARIA MOBILE EAD and BULGARIAN TELECOMMUNICATIONS COMPANY AD

Along with the Eurotariff, MOBILTEL EAD also offers special roaming tariffs “M-Tel WORLD TRAVELLER” and “M-Tel 3 FOR FREE PREMIUM”, including voice calls, SMS messages and data, with prices and way of charging different from those displayed in Table 15. Apart from Eurotariffs and special tariffs, the three mobile undertakings in Bulgaria offer to their subscribers bundled voice services, SMS messages and data, which may be activated with all roaming tariff plans and are valid for one month since the moment of bundle activation.

Each mobile operator is obliged to send an automatic message, without unreasonable delay and free of charge, the moment the user enters a member-state different from the one where their local network is located, containing basic personalized information on retail roaming prices (VAT included) which are applied for making and receiving calls, sending SMS messages and data traffic generated by this customer in the visited member-state. These requirements to mobile operators are also applied in terms of voice and SMS services in roaming, as well as for data roaming services used by customers travelling outside the Union.

In compliance with the provisions of the Regulation, CRC prepares and regularly submits reports to EC regarding the compliance with the requirements for international roaming prices.

2.4. Cooperation with the Commission on Protection of Competition

On the grounds on the Rules for interaction and coordination adopted in 2008, which aim to establish conditions for effective cooperation and coordination between both institutions when exercising their legally delegated powers and implementing national and European electronic communications and competition law, the Commission on Protection of Competition (CPC) and CRC continued their active cooperation.

In 2012, the regulator assisted CPC in carrying out investigations concerning potential breaches of the Law on Protection of Competition and evaluations of economic concentration cases involving undertakings providing electronic communications services.

On its part, CPC provided statements on the draft market analyses prepared by CRC.

3. Radio equipment and electronic communications terminal equipment

In compliance with Art. 269 of LEC and in connection with the implementation of Art. 6, Para 4 of Directive 1999/5/EC of the European Parliament and the Council on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity, during the past year CRC received by e-mail, timely stored and reviewed 779 notifications for radio equipment placing on the market through the European portal OSN (One Stop Notification) for electronic services at the Directorate-General Enterprise and Industry of the European Commission. After an analysis of the received notifications concerning the possibility for frequency usage of the relevant radio equipment with technical parameters indicated in them and applied standards, 125 letters were sent. Thus, the Commission informed about the impossibility an equipment to be put into service on the territory of the Republic of Bulgaria or the possibility some equipment to be put into service in line with the conditions and the relevant technical parameters specified in the Bulgarian secondary legislation.

With the purpose to carry out its joint activity with the State Agency for Metrological and Technical Surveillance (SAMTS) related to the surveillance of the electronic communications terminal equipment and radio equipment placed on the market, draft Rules for the application of Art. 311, Para 3 of the Law on Electronic Communications was prepared in CRC and submitted to SAMTS for coordination.

4. Standardization

CRC continued to successfully perform the functions of the National Standardization Organization for the European Telecommunications Standards Institute (ETSI) by organizing the public enquiry of draft ETSI standards.

In 2012, the Commission took part in the ETSI procedures, as follows:

Table 16

2012	Number of processed documents	Number of procedures
PE – Public enquiry	18	13
Vote (TAP) – Voting	16	9
OAP – One-step procedure	39	22
MV – Member voting	22	11
PUB – Weekly received documents	2501	

Information about the national standards published by the Bulgarian Institute for Standardization (BIS), is periodically entered into the ETSI database. In the past year, 73 ETSI standards were introduced by endorsement as Bulgarian standard, and one ETSI EG was introduced with an identical translation into Bulgarian as standardization document. All translations of headlines for draft harmonized standards were prepared and coordinated at the Technical Committees (TC) of BIS by way of correspondence.

On its website, CRC maintained and updated on an ongoing basis the ETSI documents on the public enquiry and voting.

Representatives of the Commission took part in the 60th General Assembly of ETSI.

In the past year, CRC continued to actively participate in the work of four TCs (TC47, TC57, TC75, TC80) for standardization to BIS, which dealt with electronic communications, as presentations were given in two BIS seminars under project "Improvement of the standardization system in Bulgaria" under the Operational Program "Development of the Competitiveness of Bulgarian Economy".

5. Interconnection and access

In the past year, the Commission's activity related to interconnection was focused on the following lines:

I. Solving disputes between undertakings

In 2012, the number of disputes between undertakings where CRC was requested to interfere, was considerably higher. Compared with the two disputes which were reviewed in the preceding year, the requests filed with the Commission for assistance, reaching an agreement and giving mandatory instructions this year were nine. Meanwhile, in compliance with the provisions of Art. 55 and Art. 56 of LEC, CRC designated specialized committees to clarify the reasons for filing requests, to study the statements of the interested parties, as well as all supporting evidence. The analysis of the materials related to the disputes and presented to CRC showed that they were raised by some of the alternative undertakings against the biggest three operators - MOBILTEL EAD (MOBILTEL), COSMO BULGARIA MOBILE EAD (CBM) and BULGARIAN TELECOMMUNICATIONS COMPANY AD (BTC), as the main controversial issues were related to:

- ✓ non-performance on part of MOBILTEL, CBM and BTC of the specific obligations imposed by CRC with Decision No. 320/24.03.2011, Decision No. 1361/31.05.2012 and Decision No. 1362/31.05.2012 for international traffic termination under the price conditions specified in the decisions;

- ✓ delay on part of BTC of the process related to signing an interconnection contract between the electronic communications networks of BTC and NETWORKX BULGARIA EOOD;

- ✓ refusal on part of MOBILTEL and BTC to increase the capacity of interconnection with the network of NET-CONNECT INTERNET EOOD;

- ✓ non-provision on part of CBM of effective services related to interconnection between the mobile network of CBM and the fixed network of NET-CONNECT INTERNET EOOD.

By the end of 2012, the procedures on three of the raised disputes were completed, as follows: EAST TELECOMMUNICATION COMPANY AD gave up its request under Art. 55 of LEC for assistance and reaching an agreement, and opened before the Commission a new procedure for giving mandatory instructions; BTC and NETWORKX BULGARIA EOOD signed an interconnection contract; with Decision No. 1538 of 28.06.2012⁴ CRC gave mandatory instructions to MOBILTEL to sign an additional agreement to the interconnection contract with NET-CONNECT INTERNET EOOD for international traffic termination under the price conditions specified in Decision No. 320/24.03.2011.

In 2013, the specialized committees will continue to work on the remaining disputes.

II. Analysis and assessment of the actions taken by the undertakings for execution of the specific obligations imposed with Decisions No. 1361 and 1362

With Decisions No. 1361/31.05.2012 and No. 1362/31.05.2012, CRC defined the markets for call origination and termination on individual public telephone networks at a fixed location and the market for voice call termination on individual mobile networks as relevant markets susceptible to ex ante regulation, defined the markets with significant market power, and imposed specific obligations on the undertakings defined as such with significant market power.

In accordance with the decisions, CRC obligated the above undertakings to take the necessary actions to amend the concluded interconnection contracts so as to include conditions to meet the imposed specific obligations and price caps. In this regard, in 2012, the incoming additional agreements to the interconnection contracts were subject to an ongoing analysis to monitor the execution of the imposed specific obligations.

With Decision No. 1361/31.05.2012, the Commission prolonged the effect of the obligation imposed on BTC to prepare and publish a Reference Interconnection Offer (RIO/Reference Offer). In November, the company submitted a draft reference offer. The review and analysis of the RIO revealed

⁴ <http://crc.bg/decisions.php?id=1016&lang=bg>

that the draft reflects the imposed price caps, but the requirement of Section X, item 4.2 of the Decision was not executed. The preparation of CRC's position on the draft RIO submitted by BTC will continue in 2013.

In addition, with Decision No. 1361/31.05.2012, CRC obligated the undertakings defined as such with significant market power, to furnish the Commission with information on the capacities and required changes in their network with a view to ensure IP-based interconnection, and to nominate their representatives to take part in the consultative structure established by CRC on issues related to IP interconnection. In this respect, by the end of 2012, the Commission had prepared a draft document settling the functions, tasks, composition and procedure for implementing the activity of the consultative structure. The work on the introduction of IP-based interconnection will continue in 2013.

6. Passive infrastructure access

In 2012, the work continued on the introduced by BTC draft Reference Offer for access to passive infrastructure (Reference Offer), as CRC prepared draft mandatory instructions for amendment of the reference offer, and with Decision No. 376/1.03.2012 opened a public consultations procedure as per Art. 167, Para 7, with relation to Art. 37 of LEC.

With Decision No. 1603/12.07.2012, the Commission approved the introduced by BTC draft Reference Offer with mandatory instructions for its amendment. The above Decision is appealed by BTC before the Supreme Administrative Court (SAC), as the company asked the court to stop its preliminary execution. A three-member composition of SAC disallowed at first instance the request for suspension of the preliminary execution of Decision No. 1603/12.07.2012. CRC performed an inspection which found that the company does not execute the above decision. In this regard, the Commission initiated an executive proceeding against BTC pursuant to the Administrative Procedure Code, by sending an invitation for voluntary execution.

7. Performance of obligations related to Chapter 15 of LEC

With the latest amendments and supplements to LEC, in Chapter Fifteen "Security and Integrity of the Electronic Communication Networks and Services, Confidentiality of Communications and Protection of Users Data" were introduced new requirements as per the provision of Art. 13a of Directive 2002/21/EC on a common regulatory framework for electronic communications networks and services.

In accordance with Art. 243b, Para 1 of LEC, the undertakings providing electronic communications networks and/or services shall immediately notify the Commission of any breach of security or loss of integrity that has had a significant impact on the operation of networks or services. In this regard, in the General requirements for the provision of public electronic communications (General Requirements), CRC defined the criteria for impact assessment, the minimum information which must be provided by undertakings, as well as the form of notification in case of breach of security or loss of integrity of networks or services.

In 2012, CRC received one notification for technical problem which meets the conditions for incident reporting in accordance with the criteria laid down in the General Requirements by the Commission. In this regard and in performance of its obligation under Art. 243b, Para 5, CRC prepared and sent to the European Commission and to the European Network and Information Security Agency the annual report for received notifications.

8. Electronic signature

In 2012, the trend towards a growing usage of the qualified electronic signature (QES) was preserved. Its application became wider both in terms of citizens and legal persons: for electronic banking, software sale and maintenance, e-commerce, e-mail, filing different documents with the institutions (NRA, Registry Agency, NSI, NSSI, Labour Inspectorate, etc.). It is used for taking part in different tenders in an electronic way, obtaining information on the social security status, sending official letters to the state administration. The growing role of QES during the year is also due to the investments

in the country and the making of an electronic government, which is expected to reduce the administrative burden for the business and the citizens. When using different electronic services, the electronic signature holders benefit from lower prices, compared to the traditional ones. All this favours the development of certification services which is also confirmed by the fact that revenue from the activity of the five registered certification services providers (CSP) grew by 19% since 2011. There was also a greater number of issued and re-issued QES certificates to physical persons.

Comparative chart of the number of issued and renew/rekey QES certificates:

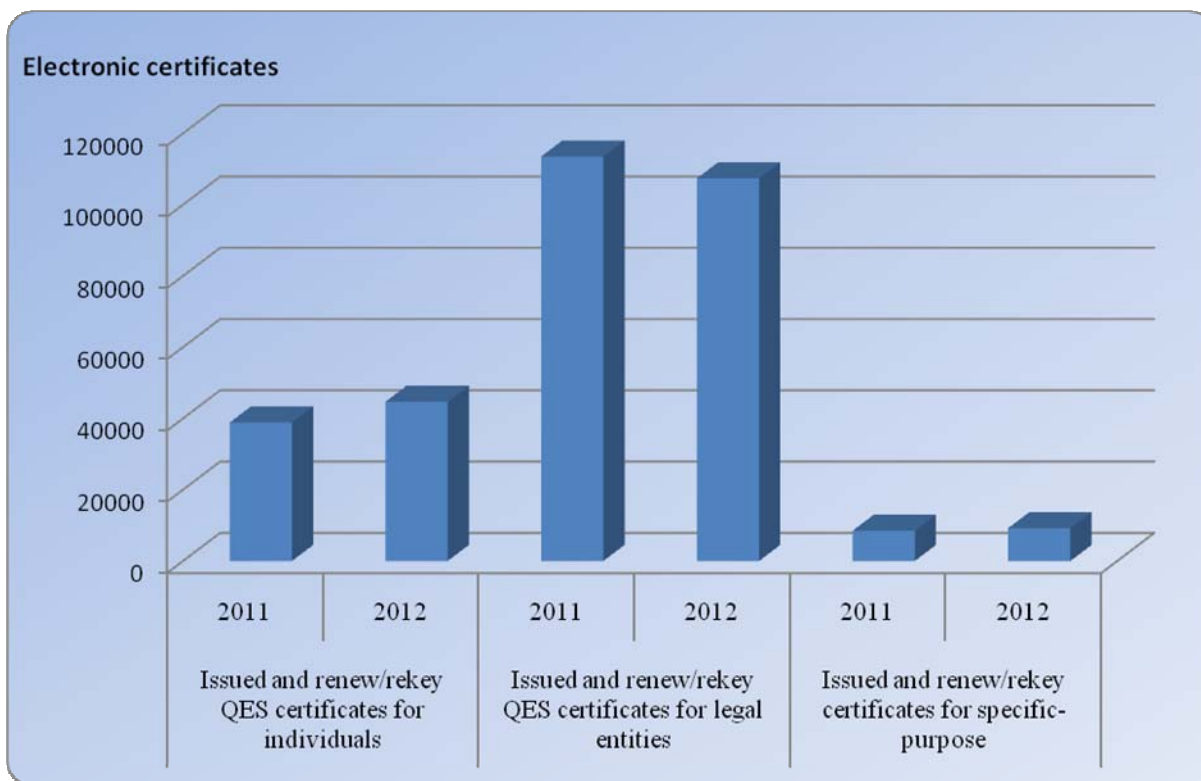


Figure 61

In order to meet the requirements of the information security market, CSP developed and offered a wide range of other certification services and products for information and cryptographic security, such as the provision of services related to mediation in sending and receiving electronic mail and its certification, provision of independent, autonomous certification of the date and time of creation and signing of electronic documents and transactions, software for electronic signing, encryption, and safe storage of electronic documents, etc.

In order to guarantee the maximum level of security and reliability of the provided certification services, and with a view to the CRC powers pursuant to the Law on Electronic Document and Electronic Signature (LEDES), in 2012 the Commission continued to **carry out control and monitoring** over the activity of the CSPs. In this respect, an inspection of the activity of SPECTRUM AD was performed. The inspection covered the compliance with measures taken to guarantee safety and secure continuity of the provider's activity. At the end of 2012, CRC started an inspection of the activity of SEP BULGARIA AD for compliance with the LEDES requirements and the applicable secondary legislation regulation on part of CSP.

In accordance with LEDES and in compliance with the European legislation, CRC created, maintains and publishes a **Trusted List (TL)** of CSPs established/accredited on the territory of the Republic of Bulgaria (RB), issuing QES certificates, containing information whether the signature was

created with the help of Secure Signature Creation Device. TL of RB is a part of the information maintained by CRC in the Register of providers in accordance with the LEDES requirements. This information is intended to facilitate the validation of all QESs maintained by the listed CSPs. At the beginning of 2012, the Bulgarian TL was notified, whereby it officially joined the centralized list of the European Commission comprising the national trusted lists of the EU member-states. This helped enhance the trust in QESs issued by the different member-states, their wider application and increasing public popularity on the single European market.

9. Communications control

In 2012, the leading principles observed in exercising its powers in the part “control over electronic communications” by CRC continued to be the principles of conformity with the law, non-discrimination, transparency and protection of end users in the Republic of Bulgaria. In performance of its control functions, the Commission paid special attention to the implementation of regulations in the sphere of electronic communications and to the observance of the LEC requirements, as well as to the provision of appropriate conditions for work of the undertakings.

The control functions of CRC are performed by the main unit in Sofia and by five regional units in the cities of Plovdiv, Burgas, Varna, Veliko Tarnovo and Vratsa.

9.1. Monitoring and control of the radio frequency spectrum for civil needs

The continuous monitoring and supervision of the radio frequency spectrum is an integral part of the effective management of the radio frequency spectrum. It provides data for spectrum management purposes and guarantees the normal work of the constructed radio networks without any harmful interference through timely localization and elimination of sources of interference and illegal broadcasting equipment. Radio frequency spectrum is a scarce resource through which a number of wireless electronic communication services are provided. The availability of free radio frequency spectrum is getting more and more critical for both the introduction of new technology and the competition development.

The policy for improvement of electronic communications imposes providing an option for greater flexibility in the use of radio frequency spectrum, ensuring the highest possible volume of free radio frequency spectrum and least restrictive technical conditions for the undertakings providing electronic communications. In order to achieve these goals, and considering the growing number of users of services provided through the use of radio frequency spectrum, this scarce natural resource needs to be effectively managed.

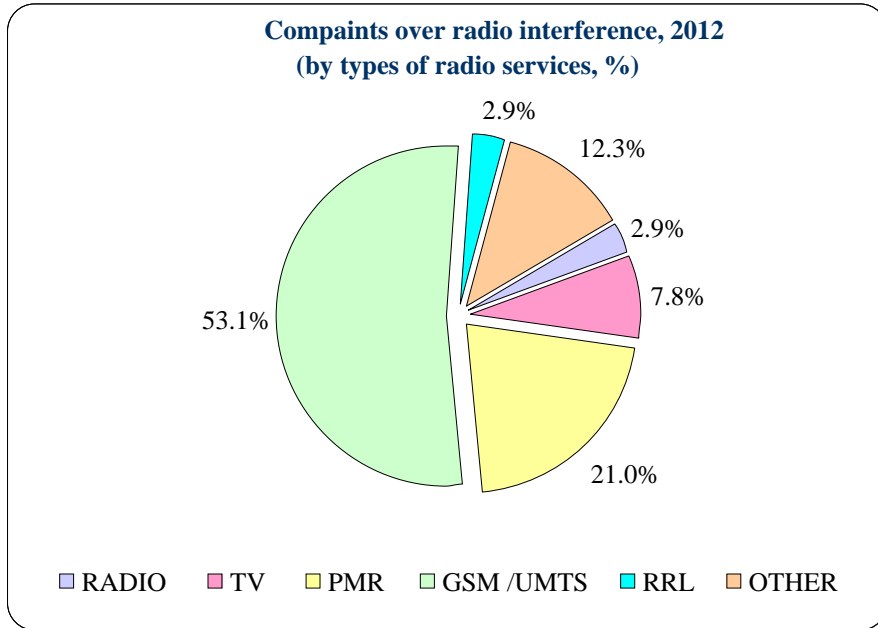
To ensure equality among the legal users of the spectrum and guarantee a certain quality of the electronic communication services provided to end users, in 2012, CRC, through the RFS monitoring and control activities by means of the established National system for RFS monitoring, continued to raise the role of its control functions. With relation to execution of the 2012 Plan for digital broadcasting transition, special attention was paid during the year to monitoring in the bands for television broadcasting with the purpose to create conditions for trouble-free transition and successful launch of the digitization process.

In 2012, the main RFS monitoring and control activities were as follows

- monitoring for **estimation of the actual occupation** of radio frequency spectrum and the free capacity for assignment of new frequencies – in relation to the started transition to digital television broadcasting, 271 television channels in 22 settlements all over the country were examined;
- monitoring and control of the **conformity of the established broadcasting stations** for analogue terrestrial broadcasting of radio and television signals with the approved technical characteristics - to verify the conformity of the established broadcasting stations, 243 measurements of their basic technical parameters were carried out, the role of preventive control for the creation of conditions for the normal work of lawful spectrum users and for guaranteeing a certain quality of offered services to end users, as well as for prevention of the occurrence of interfering and illegal broadcasting, continued to evolve; in the year, the electronic provision to undertakings of the results of conducted scheduled monitoring and measurements continued (data was provided from conducted 14,480 measurements of basic technical parameters); in 2012, the trend was preserved towards maintaining the

parameters of broadcasted radio and television signals within norms and reducing the generated out-of-band and intermodulation emissions, including in the range of the aeronautical service, as a result of the implemented preventive monitoring of the radio frequency spectrum; with regard to the established deviations from the technical parameters, recommendations for corrections were given to the undertakings with a fixed period of up to 1 month for their elimination, after which the required administrative and punitive measures according to LEC were undertaken;

- control over **conformity with the rules for the use of radio frequencies and radio frequency bands** for civil needs; implementation of the policy for management of the radio frequency spectrum and the conditions of authorisations issued – a scheduled daily monitoring was carried out in frequency bands 20÷3000 MHz through fixed (manned and unmanned) stations for radio monitoring by the National system for RFS monitoring; periodic control and monitoring was carried out through mobile stations for mobile monitoring on the entire territory of the country;
- monitoring for **evaluation of the electromagnetic environment**:
 - monitoring for evaluation of the **cross-border harmful interference** in the frequency bands of radio and television broadcasting – measurements for evaluation of cross-border harmful interference are carried out in the borderline areas of the country at an annual basis: 353 measurement protocols carried out on the territory of 94 settlements were summarized and analysed, concerning the intensity of the electromagnetic field and determining the direction of registered broadcasts from the territory of the neighbouring countries Turkey, Serbia, Romania, Macedonia and Greece; traditionally, special attention was paid to the evaluation of the electromagnetic environment and cross-border harmful interference in the summer months on the Bulgarian Black Sea coast; within the framework of the created bilateral working group comprising experts of CRC and the Information and Communication Technologies Authority (ICTA) of the Republic of Turkey, the second joint measurements by Bulgarian and Turkish experts were performed in several settlements along our South Black Sea coast - concrete measures were identified, exchanged were results from the performed measurements;
 - monitoring for evaluation of the **electromagnetic compatibility** of VHF/FM radio broadcasting stations in the 87.5÷108.0 MHz band and the radio navigation and communication equipment of the aeronautical services using the 109÷137 MHz frequency band – to guarantee the electromagnetic compatibility and trouble-free operation of the communication equipment of the aeronautical services, 16 measurements were carried out of radio broadcasting sites in the outskirts of 14 settlements: Pazardzhik, Pleven, Belogradchik, Kardzhali, Sofia, Panagyurishte, Blagoevgrad, Pravets, Silistra, Gotse Delchev, Stara Zagora, Svilengrad, Smolyan and Ruse; according to the *Methodology for measuring intermodulation products of type “A1”, occurring during the operation of closely situated VHF-FM radio broadcasting stations (according to item 2.5. of Appendix 1 to the Technical requirements for operation of the electronic communications networks of the Radio broadcasting service and the related equipment)*;
- monitoring and control over the quality of provided services with a view to the **protection of public and consumer interest**:
- monitoring over received **complaints and signals** from lawful spectrum users, citizens, organizations and institutions – 243 cases of radio interference were examined in 2012, as the prevailing number of complaints in this year were also over interference in mobile network ranges of the PMR type and the GSM/UMTS standard (Figure 62);

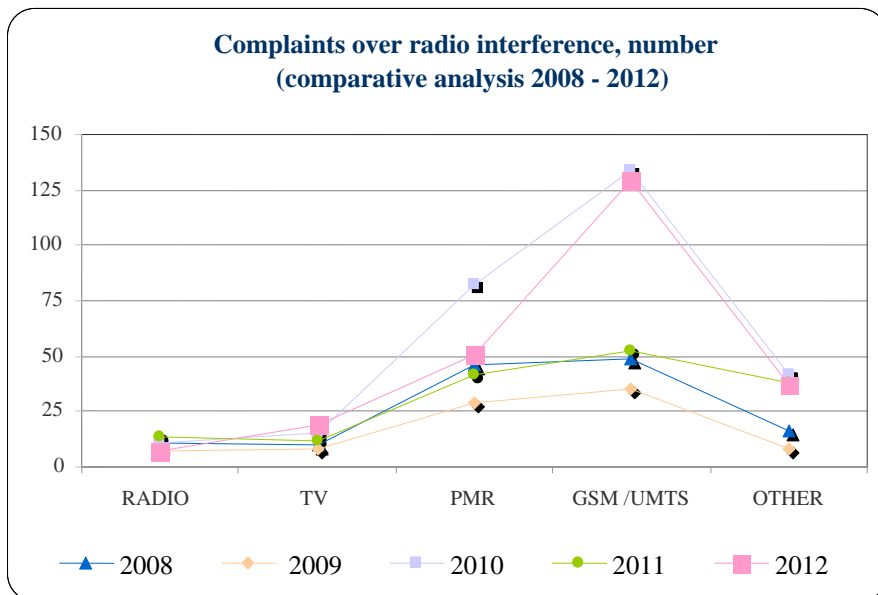


Source: CRC

Figure 62

The necessary measures for quick localization and elimination of interfering sources were timely undertaken; interfering impacts of radio equipment of the Ministry of Defence on the mobile networks of the PMR type in range 160 MHz continued to be a problem; as a result of the shared use of different technology in bands designated for the operation of mobile radio networks, a relatively high share was held by radio interference resulting from electromagnetic incompatibility and mutual interferences.

Figure 63 displays comparative analysis of radio interference cases solved in the period 2008-2012.

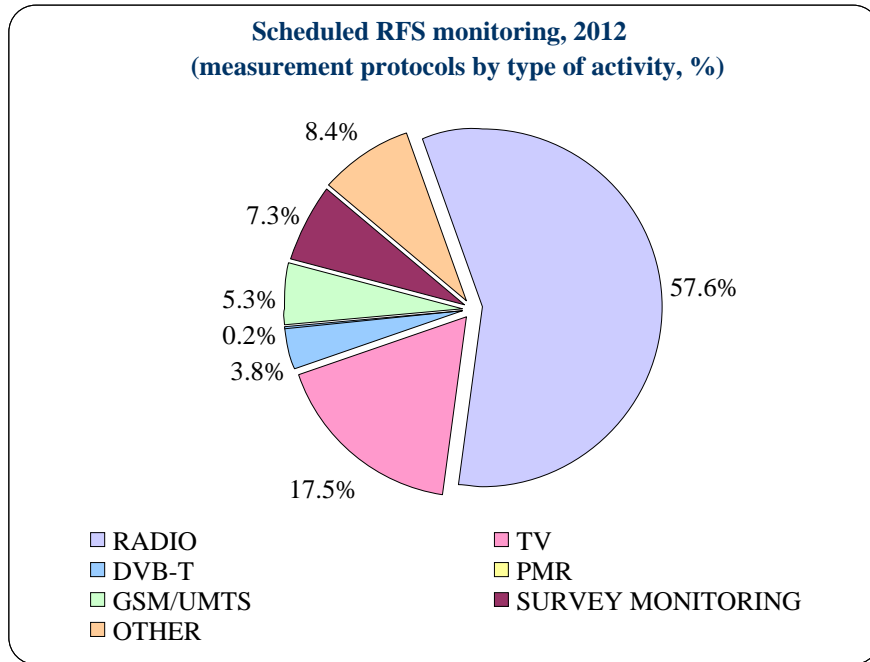


Source: CRC

Figure 63

- monitoring for inspection of the **coverage and quality of services provided in the GSM standard mobile networks** – measurements were carried out alongside 52 routes from the main national road network of the country and in 63 settlements on the entire territory of the country for inspection of the coverage and quality of services provided in the GSM standard mobile networks by the three mobile undertakings; results from conducted measurements were summarized in 345 measurement protocols.

The results from the RFS monitoring and control carried out in 2012 were summarized in over **6750 measurement protocols** and are displayed in Figure 64 by types of activities.



Source: CRC

Figure 64

9.2. Inspection activity

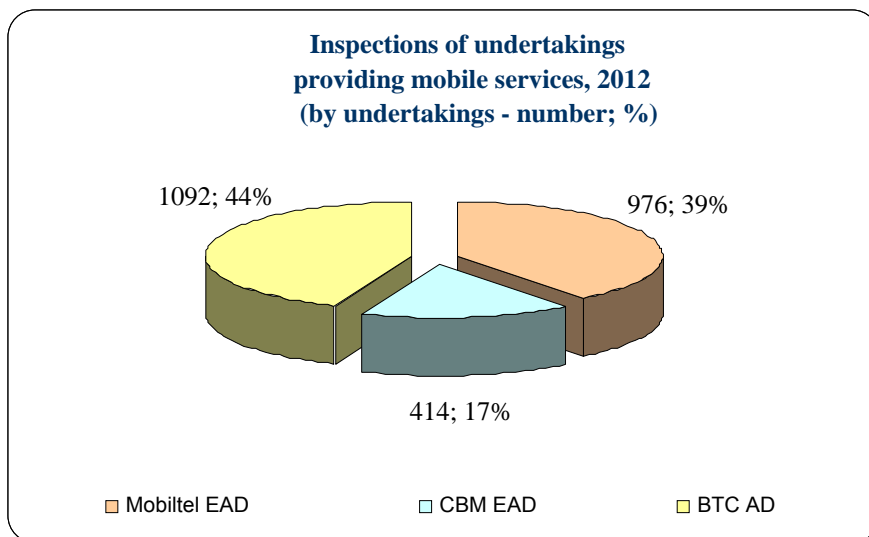
In connection with the CRC functions related to the control over electronic communications provision pursuant to LEC and in compliance with the requirements of LEDES, the following main activities were carried out in 2012:

9.2.1. Monitoring on the provision of electronic communications under LEC:

During the year, 3,123 inspections were carried out with regard to: portability of geographic, non-geographic and mobile numbers; non-provision of detailed bills to end users; sending unwanted messages for direct marketing and advertising purposes without the prior consent of users; inaccurate charging of calls in international roaming; radio interferences; problems and/or absence of quality coverage by mobile networks; claims for overcharged bills, problems with the quality of provided service, network security, confidentiality of messages and protection of users' personal data, execution of CRC decisions, etc.

The results of the inspection show that around 79% of the inspections were carried out of the undertakings providing mobile services based on complaints filed with CRC by end users concerning the services offered by the three undertakings: BULGARIAN TELECOMMUNICATIONS COMPANY AD –

1092 inspections, MOBILTEL EAD – 976 inspections, and COSMO BULGARIA MOBILE EAD – 414 inspections.

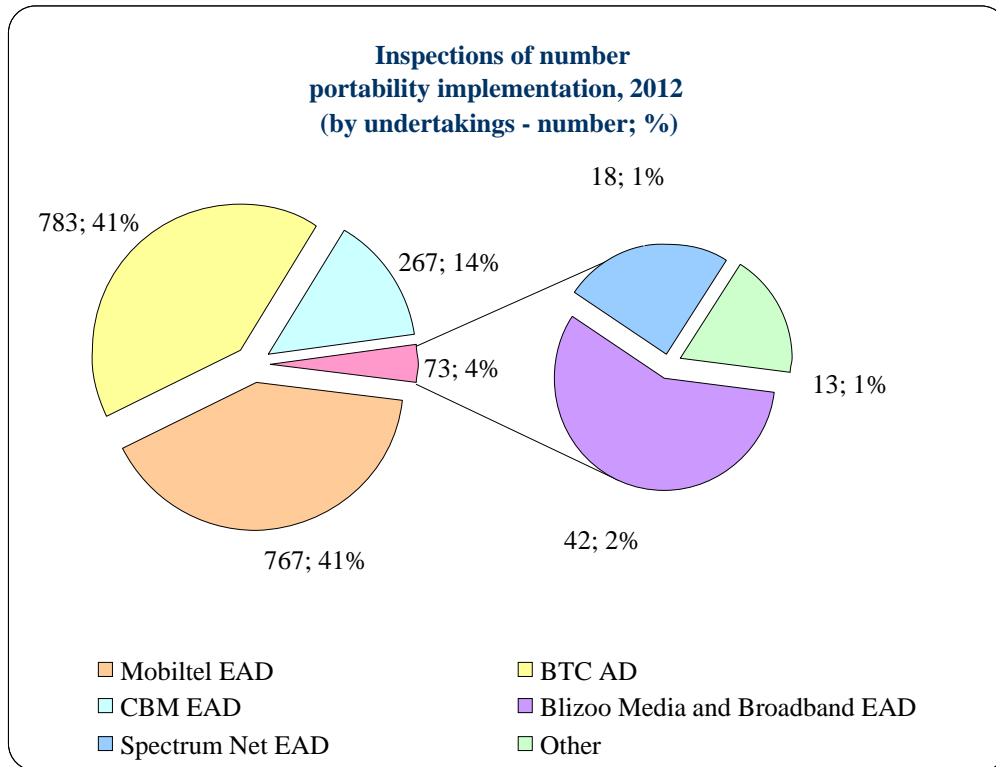


Source: CRC

Figure 65

During the period, the following main inspections were carried out for compliance with the requirements of LEC:

- inspections related to solving problems in the **number portability implementation** at “one-stop-shop” in case of changing the telephone service provider – in 2012, as in the year before, a significant number of the inspections were related to the continuing problems in the number portability implementation and the considerable number of complaints submitted to the Commission by end users; 1935 inspections were carried out for the observance of the Functional specifications for portability of geographic, non-geographic and mobile numbers, as 1420 inspections were related to problems in mobile numbers portability implementation, and 515 were related to solving problems in portability of geographic and non-geographic numbers. The breakdown of the performed inspections by undertakings is as follows:



Source: CRC

Figure 66

With relation to the inspections performed, a total of 344 administrative offence acts (AOA) were drawn up to the three operators for violations of the Functional specifications for implementing portability of nationally significant numbers in case of changing the public mobile service provider, as follows: to MOBILTEL EAD – 229 AOA, to COSMO BULGARIA MOBILE EAD – 65 AOA, and to BULGARIAN TELECOMMUNICATIONS COMPANY AD – 50 AOA. A total of 120 AOA were drawn up for offences related to the Functional specifications for implementing portability of geographic numbers in the event of change of the provider of the fixed telephone service and/or change of the address within one geographic national destination code, as follows: to BULGARIAN TELECOMMUNICATIONS COMPANY AD – 115 AOA, to COSMO BULGARIA MOBILE EAD – 2 AOA, to BLIZOO MEDIA AND BROADBAND EAD - 2 AOA, and to MOBILTEL EAD – 1 AOA.

- inspections for the **provision of the universal service** - in the year, 84 inspections were performed for the compliance with the requirements for the provision of the universal service related to the quality of service; 22 AOA were drawn up for offences related to the provision of the universal service committed by BULGARIAN TELECOMMUNICATIONS COMPANY AD;
- inspections related to the **protection of end users** and compliance with the amendments made to LEC (Chapter 14) concerning contracts concluded with undertakings providing electronic communications services: turning fixed-term contracts into permanent ones, termination of fixed-term contracts with a one-month notice, general conditions of the contract, conditions and terms for payment of services offered, provision of itemised bills, etc. - 179 inspections were performed concerning termination of contracts with end users and charged penalties: to BULGARIAN TELECOMMUNICATIONS COMPANY AD – 66 inspections, to MOBILTEL EAD – 55 inspections, to COSMO BULGARIA MOBILE EAD – 43 inspections, to other undertakings providing electronic communications services - 12 inspections;
- inspections of electronic communication networks for **terrestrial analogue and digital radio and television broadcasting** were carried out to monitor for compliance of the broadcasting stations with

the technical parameters approved by CRC, as well as compliance with the conditions of the issued authorizations, of the *Technical requirements for operation of the electronic communications networks of the Radio broadcasting service and the related equipment*, in 2012, 242 inspections were carried out, as it was found that the positive trend of the last several years for compliance on part of the undertakings providing electronic communications services for radio and television broadcasting with the requirements laid down in LEC, the secondary legislation and the conditions of issued licenses, persisted; the preventive control continued with the application of Art. 313, Para 1, item 9 of LEC; with regard to the implementation of the main parameters deviation, off-set and created intensity of the electromagnetic field of transmitting stations for radio and television broadcasting, no significant violations were found; 9 AOA were drawn up for offences found during the inspections of this kind of networks;

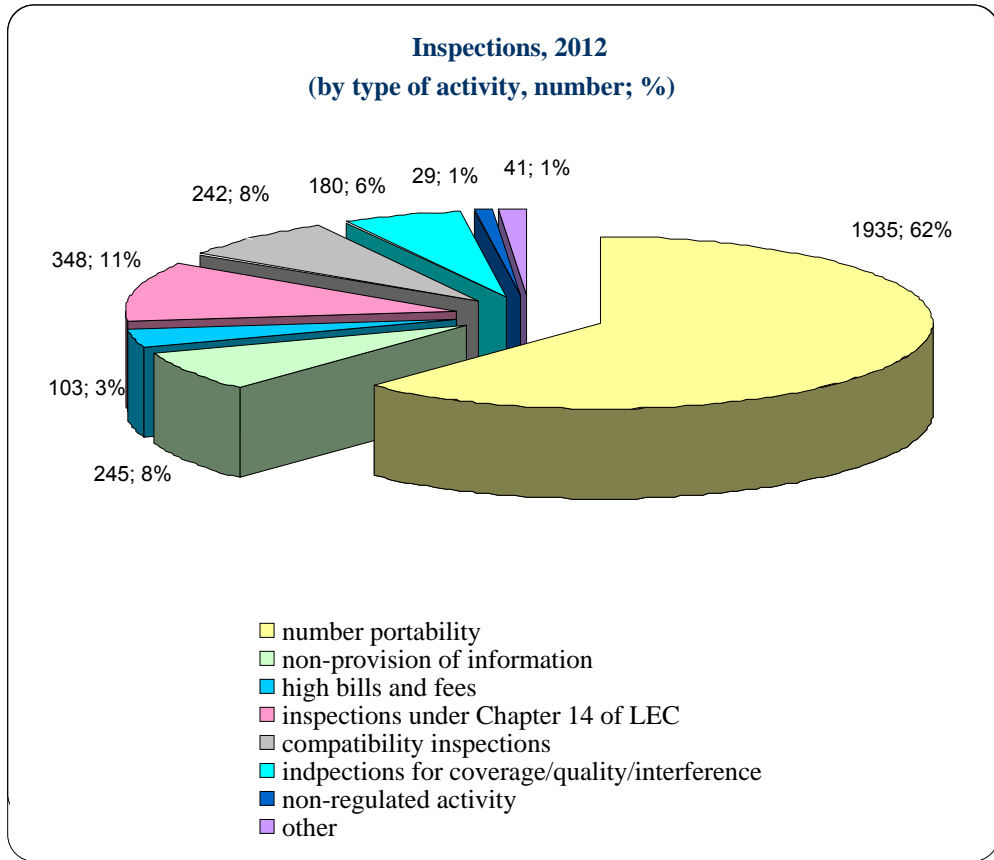
- inspections of electronic communication networks from a **mobile PMR radio service** – in relation to the efficient use of the provided scarce resource – frequency spectrum, 110 inspections were performed to undertakings providing electronic communications for private needs via electronic communication network from a mobile radio service of the PMR type; 8 AOA were drawn up for offences found;

- inspections of **cable electronic communication networks** for transmission and/or distribution of radio and television programs, for data transfer without use of scarce resource – 87 inspections were carried out and 18 AOA were drawn up, mainly related to non-fulfilled obligations of the undertakings to furnish CRC with activity report for 2011.

9.2.2. Control activity on the compliance with the requirements of LEDES:

In 2012, an inspection of SPECTRUM AD was carried out on the fulfilment of the LEDES requirements; no significant breaches were found in its activity with regard to the compliance with the LEDES requirements.

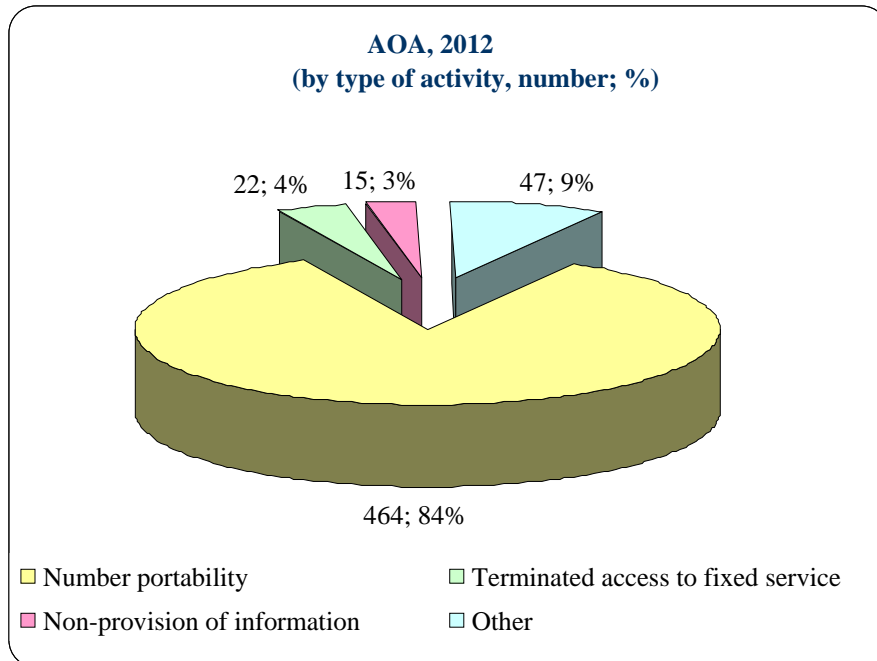
The summarized data for the performed control activity and the engaged administrative and punitive liability in offences of LEC and secondary regulations, are displayed on Figures 67 and 68.



Source: CRC

Figure 67

As a result of the inspections, for the administrative violations of LEC found, **548 administrative offence acts were drawn up and delivered.**



Source: CRC

Figure 68

9.3. Development and technical support of the National monitoring system

Regarding the technical and technological support of the work on controlling and monitoring the electronic communications networks, the focus in 2012 was laid on:

- development of the National radio frequency spectrum monitoring system for civil needs (NMS);
- technical support and introduction of measurement devices for RFS monitoring and control;
- examination of technological hardware and software equipment for control and monitoring of new networks and technologies;
- technical support of the specialized technological equipment: fixed, mobile and transportable monitoring stations, portable measurement devices and communication networks of NMS (configuration, settings and administration).

The NMS development continued in accordance with the adopted regional principle with the purpose to create a single system for monitoring and coverage of the entire territory of the country.

The building of new unmanned remote monitoring stations (RMS) persisted in order to ensure an efficient RFS control on the entire territory of the country.

During the year, the main construction and fitting works were carried out for the construction of RMS "Pleven" near the village of Todorovo, district of Pleven, as well activities related to legalization and commissioning of the site (Figure 69).



RMS "Pleven

Figure 69

The commissioning of the new station will expand the opportunities of CRC to exercise an effective control of the radio frequency spectrum in band from 20 to 3000 MHz in the central part of North Bulgaria.

With reference to fulfilling the obligations under the Plan for introduction of digital terrestrial radio and television broadcasting in the Republic of Bulgaria, in 2012 was conducted a procedure under the Law on Public Procurements and was carried out delivery of new transportable measurement systems for monitoring and control of terrestrial digital television broadcasting systems using DVB-T system. CRC possesses the necessary measurement devices to carry out measurements for assessment of the coverage of digital DVB-T networks and the quality of the digital television signal broadcasted by them in compliance with the requirements of the International Telecommunications Union (ITU) and the European Telecommunications Standards Institute (ETSI), etc.

At the end of the year, for the implementation of its control functions, the Commission had at its disposal the following measurement systems:

- 15 fixed stations for RFS monitoring (4 manned and 11 unmanned remote monitoring) in the bands from 20 to 3000 MHz;
- 8 mobile stations for RFS monitoring;
- specialized mobile station for GSM 900/1800 and DVB-T;
- transportable system for measurement of the coverage and quality of the service on GSM/UMTS networks;
- 5 transportable measurement systems for DVB-T networks;
- 7 transportable measurement systems in the bands from 1.0 to 26.5 GHz;
- portable equipment in the bands from 9 kHz to 3 GHz.

10. CRC enforcement activity

In 2012, 472 punitive decrees (PD) and 4 resolutions for suspension of administrative-punitive proceedings were issued.

As far as collection of fines and property sanctions imposed by punitive decrees are concerned, it should be pointed out that the Commission has taken actions against the undertakings which have failed to voluntarily pay the due amounts in order to enforce the collection of the respective liabilities pursuant to the Law on Administrative Violations and the Tax and Insurance Procedure Law.

Currently, 32 of the issued punitive decrees have entered into force, and the correspondence sets under which the offender has effected a voluntary payment were sent to the competent National Revenue Agency. The majority of the remaining PDs are still being appealed before the relevant court (regional or administrative).

11. Analysis of complaints filed with CRC by users of electronic communications services:

In 2012, a total of 5,032 complaints were filed with the Commission by users against different undertakings providing electronic communications services. The reasons for referring to CRC are as follows:

- cable damages - 28 complaints;
- quality of telephone service/fax - 53 complaints;
- cable electronic communication networks established in violation of LEC - 24 complaints;
- mobile networks coverage - 128 complaints;
- quality of the "Internet access" service - 142 complaints;
- unfair trade practices - 334 complaints;
- incompetent service - 316 complaints;
- non-provision of itemised bills - 33 complaints;
- disputed bills - 1,201 complaints;
- automatically renewed contracts - 424 complaints;
- usage of value-added services - 62 complaints;
- receiving unwanted trade messages - 65 complaints;
- number portability - 809 complaints;
- termination of concluded contract - 142 complaints;
- improperly functioning terminal devices - 9 complaints;
- contracts for sale from a distance - 41 complaints;
- problems related to using the "roaming" service - 33 complaints;
- complaints against collection companies (credit bureaus) - 74 complaints;
- disputes over contractual obligations - 96 complaints;
- accidental use of the "mobile Internet" service - 101 complaints;
- other (problems of different nature, including enquiries from users) - 917 complaints.

The foregoing clearly shows that in 2012 users referred to CRC on matters related mainly to **unfair trade practices, incorrect bills, automatically renewed contracts and portability of telephone numbers (mobile, geographic and non-geographic)**.

Considering the large number of problems related to number portability, the Commission took actions for amendment of the functional specifications adopted on the grounds of Art. 134, Para 3 of LEC. The amendments have led to a considerable reduction of the portability time, and to removal of a great part of the grounds to refuse portability. This automatically caused a drastic decrease in the number of complaints over portability, reaching 127 complaints for the first quarter of 2013.

The complaints filed by users against the automatic renewal of fixed-term contracts triggered the relevant legislative changes introduced with Art. 229a of the Law on Electronic Communications (LEC). It protects from automatic renewal of all contracts having the provision of electronic communication services as subject matter.

When analysing these complaints, it could be noted that around 85% of them are related to mobile telephone services. The increased number of these complaints in 2012 is due to the interpretation on part of the undertakings of Art. 229a, with relation to § 212 of the Transitional and Final Provisions of the Law on Electronic Communications (LEC). Their interpretation implies that the contracts automatically renewed for a new term, before the entry into force of LAS to LEC, are fixed-term contracts within the meaning of Art. 229a of the Law, and can be terminated by the subscriber pursuant to Art. 229a of LEC only after this term has expired. In this regard, CRC adopted a protocol decision No. 7 of 01.03.2012 and publicly announced its position on the matter, namely:

The contracts of subscribers automatically renewed before the entry into force of the Law on Amendment and Supplement to LEC (LAS to LEC, in effect as of 29.12.2011) which have been renewed for a new term without their express written consent, as prescribed in Art. 229a of LEC, shall be deemed as permanent by virtue of the law and can be terminated by the subscriber with a one-month notice and without owing any penalty payments. The fixed-term contracts concluded before the entry into force of the

LAS to LEC (in effect as of 29.12.2011) with an initial period of action (which have not been automatically renewed) can only be prolonged for a new term with the express written consent of the subscriber with the prolongation terms. If there is no such consent after the expiry of the term referred to in the foregoing paragraph, the contracts become permanent and can be terminated by subscribers with a one-month notice, without owing any penalty payments.

Each complaint filed with CRC over automatically renewed contracts was reviewed by the Commission's experts. Inspections were performed in over 70% of these cases in order to protect the consumer interest and assist the complainants in exercising their right to terminate the contract on the grounds of Art. 229a, with relation to § 212 of the Transitional and Final Provisions of LEC. In the remaining cases and with a view to the nature of circumstances described in the complaint (enquiries concerning the new amendments to the law, the lack of duly submitted notice for contract termination and the like), complainants were given explanations related to the amendments to the law in this regard, and how to terminate the individual contract pursuant to Art. 229a of LEC.

In the cases when the Commission was addressed for problems related to customer service, the complaint was sent to the relevant undertaking to take the necessary actions.

In the cases of assertions on part of the consumer related to unfair trade practices or any other violations of the Law on Consumer Protection (e.g., violation of the rules regulating the contracts for sale from a distance), CRC referred to the Commission for Consumer Protection in a timely manner in order to take actions as a competent institution.

In 2012, an increase was observed in the number of complaints against the so called receivables collection companies (credit bureaus). To be more specific, consumers claim that they have not been informed by the undertakings providing telephone services that their liability will be collected through such companies. Some complaints also contained assertions that subscribers are not given information on the amount of their liability and why it is owed. In addition, some subscribers informed the Commission that they have been persistently bothered by persons introducing themselves as employees of these companies, and in some cases threatening them if they have failed to effect a timely payment of the claimed amounts. This is also confirmed by the results from the receptions of CRC opened for users of telecommunication services in the country.

Considering the specifics of the matter, the Commission took actions to ensure a high level of transparency in the relations undertaking - user - credit bureau/collection company, by giving mandatory instructions for inclusion in the general conditions of the undertakings of a clause obligating the provider to notify the subscriber of its intention to take actions to collect their unpaid cash liabilities out of court, including in the cases when it will use the services of third parties to this end. In this way, the user will be timely notified of the actions taken by the provider to collect its receivables, and the above negative effects will be avoided. The notice must contain information on the exact amount of liabilities, the grounds for their occurrence, and data of the third party whose services will be used.

12. Court representation:

In 2012, over 400 lawsuits were instituted before regional courts on claims against punitive decrees of the CRC chairman. The number of lawsuits instituted before administrative courts (as a second institution) was nearly the same.

Before the Supreme Administrative Court

In the year, the CRC lawyers took part in the preparation and procedural representation in over 110 lawsuits before the Supreme Administrative Court.

With relation to the initiated proceedings for enforcement of the Commission's decisions, the CRC's lawyers took part in the preparation of the court representation in over 25 lawsuits before the Administrative Court of Sofia-City.

In 2012, the CRC opened 5 procedures for imposition of periodic sanctions under Chapter 17 of the Administrative Procedural Code to undertakings that do not observe decisions of the Commission which allowed preliminary execution.

13. International activity

The Communications Regulation Commission continued its active dialogue with the European Commission (EC) and its ever closer cooperation with the National Regulatory Authorities (NRAs) of the EU Member states for a harmonised and effective implementation of the EU regulatory framework. In 2012, the Commission intensified its attendance and its active position in the decision-making process by the intergovernmental and specialized organizations in the area of communications both at international and European level. The further development of the relations of constructive cooperation and interaction with the regulators from the neighbouring countries was aimed at confirming the leading role of CRC in the region.

13.1 Participation in the work of European structures

In 2012, the Commission continued to regularly participate at the highest level in the General Assemblies of the Independent Regulators Group (IRG), in the Plenary Meetings of the Body of European Regulators for Electronic Communications (BEREC), and the European Regulators Group for Postal Services (ERGP). At expert level, CRC participated in the work of the Contact Networks and in the expert working groups on matters related to mobile and fixed termination rates, international roaming, convergence, regulatory accounting, protection of end users and next generation networks. In 2012, the Commission also joined the activity of BEREC on assessment of market analyses of other NRAs for which the EC has opened second phase under art.7/7a of the Framework Directive – in particular, on the cases of the Netherlands and France. CRC experts also took active part in the working groups of ERGP: WG "End-user Satisfaction and Monitoring of Market Outcomes" and WG "Regulatory Accounting".

13.2 Communication with the European Commission

During the year, the active dialogue with the EC services was maintained on a regular basis, whereby up-to-date information was timely provided about CRC's regulatory activities in priority fields such as market analyses, number portability, effective management of the spectrum, transition to terrestrial digital video broadcasting, etc.

The regulator also observed closely and took part as a full member in the activity of the EC working committees: Communications Committee (COCOM), Radio Spectrum Committee (RSC), Radio Spectrum Policy Group (RSPG), Postal Directive Committee, etc.

13.3 Projects related to the timely implementation of the European regulatory framework

In 2012, the Commission completed its joint participation with Directorate General "Postal System" at the Ministry of Transport and Public Works of Spain in project "Support for the Croatian Post and Electronic Communications Agency in the area of accounting separation of postal services" in the Republic of Croatia. The goal of the project was to improve the administrative and regulatory capacity of the Agency (HAKOM) in the area of accounting separation with the purpose of supporting and maintaining the operation of a liberalised postal services market and protection of the users of postal services by means of adequate regulatory measures in compliance with the postal *acquis* (the accumulated body of EU law in the sphere of postal services).

13.4 Participation in the activity of specialized international organizations

In 2012, CRC intensified its attendance and active position in large-scale forums organised by the International Telecommunications Union (ITU), Universal Postal Union (UPU), European Conference of Postal and Telecommunications Administrations (CEPT), European Telecommunications Standards Institute (ETSI), etc.

13.5 International Telecommunications Union (ITU)

CRC took part at the highest level in the annual global events of ITU - Global Symposium for Regulators (GSR-12) in Colombo - Sri Lanka, ITU Telecom World 2012 in Dubai – UAE, the Council

session in Geneva. It was also represented at two very significant events in Dubai, UAE, that were held in 2012: World Telecommunications Standardization Assembly (WTSA-12) and World Conference on International Telecommunications (WCIT-12). WTSA-12 adopted key decisions which set the work framework for the standardization sector for the next 4-year period. WCIT-12 reviewed the International Telecommunication Regulations of Melbourne, 1988.

Representatives of the Commission were included in the national delegation to take part in the World Radiocommunication Conference (WRC-12) which was held in the period 23 January–17 February 2012. The Final Acts adopted by the Conference will serve as basis for a series of strategic national documents, such as amendments and supplements to the National Plan for allocation of the frequency spectrum and the State Policy for allocation of the frequency spectrum outlining the framework of the radiocommunications sector development in the following years.

13.6 Universal Postal Union (UPU)

In the sphere of postal services, it should be noted that CRC took part in the national delegation to the 25th UPU Congress which was held in the period 24 September - 15 October 2012 in the city of Doha, Qatar. The Congress, in the capacity of a supreme body, adopted decisions of strategic significance for the Union and conducted elections for a Secretary-General and Deputy Secretary-General of the International Bureau, as well as for members of the Council of Administration (CA) and the Postal Operations Council (POC). Following an 8-year pause, the Republic of Bulgaria was once again elected a member of CA and POC.

13.7 Network of regulators of the member states of the Francophone International Organization (FRATEL)

In October, CRC took part in the 10th Annual Meeting of FRATEL, held in the city of Lome, Togo. In its capacity of second deputy chairman of the Network for 2012, the Commission moderated a round table on broadband access. As a result of its successful participation in the Network's management in the last 3 years, the Bulgarian regulator was highly assessed for its contribution to achieving the goals of FRATEL - not only as a member of the managing Coordination Committee, but also as co-founder and active member of the Network from its establishment until present.

13.8 European Conference of Postal and Telecommunications Administrations (CEPT)

CRC experts participated actively in the activity of the working structures of CEPT: the regular meetings of the Electronic Communications Committee (ECC) in May 2012 in Tallinn, Estonia, and in October/November 2012 in Vilnius, Lithuania, and of the European Committee for Postal Regulation (CERP) in Belgrade, Serbia in May, and in Limassol, Cyprus, in November 2012.

13.9 CRC participation in other significant international events

During the year, CRC also took part in other important events in the sphere of communications at both European and international level:

- Ministerial Program at the Mobile World Congress, 26-29 February 2012 in Barcelona, Spain;
- 60th General Assembly of the European Telecommunications Standards Institute (ETSI), 13-14 November 2012, and the specially convened meeting of NSOs in the city of Mandelieu, France;
- ITU World Radiocommunication Seminar, 4-8 December 2012, Geneva, Switzerland;
- Regional forum on "Current Regulatory Issues in the Area of Telecommunications and Radio Frequency Resource Usage for CIS Countries and Europe", 11-13 September 2012, Kiev, Ukraine;
- 10th International Conference "Regulatory Activity in the Electronic Communications Sector", 30 September – 3 October 2012, city of Budva, Montenegro;
- Seminar on conducted tender for provision of the radio frequency spectrum in Switzerland, 12-14 September 2012, city of Bienne, Switzerland;

- Regional seminar on Costs and Tariffs in Telecommunication/ICT for CIS countries, 23-27 October 2012, Odessa, Ukraine;
- Regional Regulatory Seminar on Transition to terrestrial Digital TV Broadcasting and Digital Dividend, 5-7 November 2012, Budapest, Hungary;
- Distance learning courses "Future Internet" and "Mobile Broadband Systems: LTE/LTE-Advanced, WiMAX and WLAN", organized by the International Telecommunications Union, 29 May – 25 June 2012 and 20 November – 17 December 2012.

13.10 Bilateral and regional cooperation

In addition to its membership in world and European organizations, the Communications Regulation Commission also develops close cooperation at regional level - both on the basis of bilateral agreements with our neighbouring countries, and in the form of participation in more large-scale initiatives at regional basis, for instance, the initiatives of the Southeastern Europe Telecommunications Academy (SETA) and the ITU-D project for a regional Center of Excellence for the Eastern European and CIS countries.

The Commission consistently develops its relations with the countries from the region, as it aims at deepening the regional cooperation, according to the common European policy.

During the period, a Memorandum of Understanding in the area of electronic communications was signed between CRC and the Croatian Post and Electronic Communications Agency (HAKOM). The Memorandum will expand and deepen the existing successful partnership between the two regulators.

Traditionally, in 2012 were performed new joint measurements with the Turkish regulator ICTA aimed at solving the radio interference problems.

The Commission took part in a series of events organized by the regulators of neighbouring countries, such as:

- Conference and Exhibition Eurasia Com, March 2012, Istanbul, Turkey;
- Conference "Last Mile towards the Liberalization of the Postal Market: new facts, new initiatives, new products" in May, in Athens, Greece;
- The Second International Regulatory Conference organized by the Macedonian regulator, May 2012, Ohrid, Macedonia;
- Seminars on regulatory issues, May and November, Istanbul, Turkey.

During the year, the Commission's international activity was fully in accordance with the approved priorities. It was focused on deepening the effective interaction with the European regulators, further developing the cooperation at a global, European and regional level, and affirming the CRC's active role in the international organizations working in the sphere of electronic communications and postal services.