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

1. Provision of electronic communications

In compliance with Art. 48 of the LEC, the CRC carried out two procedures for the selection of undertakings, which may obtain a license for the use of an individual assigned scarce resource – radio frequency spectrum for the implementation of electronic communications through electronic communication networks for terrestrial digital radio broadcasting. As a result, the CRC issued a license for the use of an individual assigned scarce resource – radio frequency spectrum for the implementation of electronic communications through two national electronic communication networks for terrestrial digital radio broadcasting, according to the First stage of the Plan of “TOWERCOM BULGARIA” EAD and a license for the use of individual assigned scarce resource - radio frequency spectrum for the implementation of electronic communications through three national electronic communication networks for terrestrial digital radio broadcasting according to the Second stage of the Plan of “HANNU PRO BULGARIA” EAD. Both licenses are with a 15-year term of validity.

Both undertakings are obliged to broadcast only licensed TV programs, with a type and profile specified and, respectively, coordinated by the Council for Electronic Media, according to the regulations of the Law on Radio and Television and in observance with the principles of objectivity, justice, non-discrimination and equality. “TOWERCOM BULGARIA” EAD was imposed a “must-carry” obligation for the broadcasting of licensed TV programs, specified as compulsory according to Art. 37 of the Final provisions to the Bill of amendments and supplements of the Law on Radio and Television.

According to Art. 42 of the Law on Radio and Television, the CRC issued 42 licenses for the use of an individual assigned scarce resource – a radio frequency spectrum for the provision of electronic communications through electronic communication networks for the terrestrial analogue radio broadcasting of radio signals to the entities to whom the licenses for installation, maintenance and use of a telecommunication network for radio broadcasting with local coverage were issued under the procedure stipulated in Art. 9a, para. 2 of the transitional and final provisions of the same act.

In 2009, the CRC issued five undertakings a total of 101 licenses for the use of an individual assigned scarce resource – a radio frequency spectrum for the provision of electronic communications through electronic communication networks for terrestrial analogue radio broadcasting of radio signals: 58 to “TV SEDEM” EAD, 25 to “PRO BG MEDIA” EOOD, 15 to “M. SAT TV” EOOD, 2 to “TELEVISION EUROPA” AD and 1 to “EUROCOM-NATIONAL CABLE TELEVISION”.

1.1. Individual licenses under TA (repealed) and authorizations for individually assigned scarce resource under the LEC

Table № 17

Individual licenses under the TA (repealed)					
<i>Telecommunications network</i>	<i>Individual licenses 2009</i>				<i>Acting individual licenses as of 31.12.2009 (number)</i>
	<i>Amendments/Supplements / Transfers (number)</i>	<i>Annulled/Terminated/Revoked/Cancelled/Expired(number)</i>	<i>Brought to compliance (number)</i>	<i>Acting individual licenses as of 31.12.2008 (number)</i>	
Public telecommunications network and provision of a telecommunications service	10	-	1	1	0
Available and/or new telecommunications networks for terrestrial analogue radio broadcasting with nationwide and local coverage	-	-	1	1	0
Telecommunications networks for personal calls	-	1	-	1	0
Mobile telecommunications networks using the GSM standard	9	-	3	3	0
Mobile telecommunications networks of the 3rd generation (UMTS)	-	-	3	3	0
Telecommunications networks from a fixed satellite radio service	-	1	-	3	0
Mobile telecommunications network using the NMT and/or CDMA standard	1	-	1	1	0
Telecommunications networks for the provision of a fixed phone service	3	1	10	12	1
Telecommunications networks for the provision of the service access to a voice phone service via the carrier selection service	-	-	7	8	1
Telecommunications networks for data transfer after the provision of an individual assigned scarce resource – numbers	-	-	3	3	0
Provision of a voice phone service and data transfer through a public telecommunications network from the fixed radio service of the “point-to-many-points” type with nationwide coverage	-	-	2	2	0
PMR/PAMR telecommunications network from a mobile radio service for professional purposes	1	2	3	5	0
TOTAL:	24	5	43	43	2

Table № 18

Authorizations under the Law on Electronic Communications					
<i>Electronic communications network</i>	<i>Amendments/Supplements / Transfers (number)</i>	<i>Licenses issued (including the ones issued ex officio) (number)</i>	<i>Terminated/Revoked/Expired (number)</i>	<i>Acting licenses as of 31.12.2008 (number)</i>	<i>Acting licenses as of 31.12.2009 (number)</i>
Electronic communications networks for terrestrial analogue radio broadcasting:					
Radio broadcasting of TV signals with nationwide and local coverage	61	101	-	44	145
Radio broadcasting of radio signals with nationwide and local coverage	178	53	44	281	290
Electronic communications networks for terrestrial digital radio broadcasting	1	2	-	1	3
Electronic communications networks from a mobile radio service for a personal call	-	-	1	2	1
Electronic communications networks from a mobile radio service – TRUNK	-	-	-	3	3
Electronic communications networks from a mobile radio service – PMR	64*	35*	90	711	656
Electronic communications networks from an air radio service	2	2	-	7	9
Electronic communications networks from a mobile radio service – TETRA	1	1	-	2	3
Mobile terrestrial network – GSM	-	3	-	-	3
Mobile terrestrial network – UMTS	-	3	-	-	3
Mobile terrestrial network - NMT and/or CDMA	-	1	-	-	1
Air mobile, radiolocation and radionavigation radio services for the air traffic management and provision of aeronavigational servicing of flights in the civil air space	-	-	-	1	1
Provision of positions on geostationary orbits assigned to the Republic of Bulgaria via international agreements	2	-	-	2	2
Electronic communications networks from a fixed satellite radio service	5	1	4	27	24
Electronic communications networks from a fixed radio service of the “point-to-point” type	79**	13**	25	140	128
Electronic communications networks from a fixed radio service of the “point-to-multipoint” type in the 3.5 GHz frequency range	3	-	-	6	6
Electronic communications networks from a fixed radio service of the “point-to-multipoint” type in the 26 GHz frequency range	2	-	2	5	3
Electronic communications networks for the provision of a fixed phone service	30	14	1	9	22
Electronic communications networks for the provision of the access to a voice phone service through the carrier selection service	3	7	-	4	11
Electronic communications network for data transfer – numbers	2	4	1	-	3
Electronic communications networks from a fixed radio service of the “point-to-multipoint” type - numbers	1	2	-	-	2

A public phone service and all services included in the GSM and/or UMTS standard	1	4	-	-	4
ОБЩО:	435	246	168	1245	1323
Temporary Authorizations	1	6	-	-	-

* The total number of provided radio frequencies is 249;

** Provided radio frequency spectrum for 3832 radio relay links

1.2. Notifications on the provision of public electronic communications under the LEC

Table № 19

Public register of the undertakings, which have notified the commission about plans to provide public electronic communications (register under Art. 33, para. 1, s. 1 of the LEC)			
<i>Type of activity</i>	<i>as of 31.12.2008 (number)</i>	<i>2009 (number)</i>	<i>Total number</i>
Processed notifications for the provision of public electronic communications	427	299	726
Processed notifications about the termination of the provision of public electronic communications	11	210	221
Issued certificates for entry into the register	14	37	51
Undertakings entered into the register	1223	158	1381
Undertakings deleted from the register	17	167	184

1.3. Provision of electronic communication through radio equipment of the amateur radio service

Table № 20

Table № 21

Permits, certificates and licenses				Exams for radio amateur capacity			
	<i>As of 31.12.2008 (amount)</i>	<i>2009 (am)</i>	<i>Total amount</i>	<i>Exams/ Examined persons</i>	<i>As of 31.12.2008 (amount)</i>	<i>2009 (amount)</i>	<i>Total amount</i>
Permits for radio amateur capacity	1746	197	1943	Exams	51	5	56
HAREC certificates	163	28	191	Examined persons	1416	161	1577
CEPT licenses	260	36	296				
Total	2169	261	2430				

In 2009, 286 personal and 42 temporary identification signs of persons with radio-amateur capacity were approved.

2. Market regulation

Information gathering about the activity of undertakings providing public electronic communications in Bulgaria, the analysis of the competitive environment on the electronic communications markets and the regulatory measures undertaken with the goal to secure a

competitive environment, which gives consumers a wide range of alternatives, accessible prices and high quality of the electronic communications services used by them are among the main priorities in the CRC operations.

2.1. Monitoring of the electronic communications market

According to Art. 40 of the LEC, as well as Art. 18 of the Methodology for the conditions and order for determining, analysis and assessment of the relevant markets¹ (the Methodology), the monitoring of the Bulgarian electronic communications market is performed by the CRC through the monitoring of a set of parameters, for which data are collected directly from more than 1200 operators with the help of tailor-made questionnaires prepared in conformity with the public electronic communications services that operators provide. This set of parameters spans information necessary to the CRC for the following:

- determining, 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 previous year, part of the CRC Annual Report;
- providing information to the European Commission aimed at the preparation of the annual implementation reports on the Single European Electronic Communications Market (Implementation reports) and of the reports on the development of broadband Internet access in the Community;
- providing information to international institutions and organizations, whose member the CRC is by virtue of international agreements: ITU, the European Regulators Group (ERG), The Independent Regulators Group (IRG) and others;

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

In accordance with the LEC and the Methodology transposing the 2002 European regulatory framework into national legislation, in 2009 the CRC continued an activity launched in 2008 related to the definition, analysis and assessment of the relevant electronic communications markets, the designation of operators with significant market power on each market and the imposing of specific obligations on these operators in order to ensure a competitive market environment.

As a result in 2009, the CRC decisions were adopted for the determination, analysis and assessment of the following markets identified by the CRC as priority for 2009:

- Call generation in the public telephone networks from a fixed location (market 8 from Recommendation 2003, respectively market 2 from Recommendation 2007);
- Call termination in individual public telephone networks from a fixed location (market 9 from Recommendation 2003, respectively market 3 from Recommendation 2007);
- Voice call termination on individual mobile networks (market 16 from Recommendation 2003, respectively market 7 from Recommendation 2007);
- Access to the public telephone network from a fixed location for residential customers (market 1 of Recommendation 2003);
- Access to the public telephone network at a fixed location for business customers (market 2 from Recommendation 2003);
- Publicly available national telephone services provided at a fixed location for residential customers (market 3 from Recommendation 2003);
- Publicly available international telephone services at a fixed location for residential customers (market 4 from Recommendation 2003);

¹ The methodology is adopted with a CMD No. 40 of 28.02.2008 and is promulgated in the State Gazette, issue 27 on 11.03.2008.

- Publicly available national telephone services provided at a fixed location for business customers (market 5 from Recommendation 2003);
- Publicly available national telephone services provided at a fixed location for business customers (market 6 from Recommendation 2003);

In 2009, the CRC continued work on the definition, analysis and assessment of the following markets:

- of transit services in public fixed phone networks (market 10 from Recommendation 2003);
- granting of (physical) wholesale access to network infrastructure (including self-contained and joint unattached access) in specific location (market 11 from Recommendation 2003, respectively, market 4 from Recommendation 2007);
- granting of broadband wholesale access (market 12 from Recommendation 2003, respectively market 5 from Recommendation 2007);

2.3. Price regulation

According to the LEC regulations, electronic communications prices are subject to regulation only if this is regulatory stipulated or if on the basis of a market analysis it is found that the competition on the relevant market is ineffective, and only if the CRC has imposed specific measures on the undertakings with significant power on the market concerned, including obligations with respect to prices. With Decisions No. 236/17.03.2009 and 237/17.03.2009 and No. 650/25.06.2009, the CRC has imposed new price caps on the undertakings with significant power on the following analyzed markets: on call termination in individual mobile networks; on call origination in the public telephone network at a fixed location and on call termination in individual public telephone networks at a fixed location; on access to the public telephone network at a fixed location and access to public telephone services.

Detailed information about the set prices is presented in Section II of the report.

Information about the prices for international roaming provided in the public mobile telephone networks in accordance with Regulation 717/2007 of the European Parliament and of the Council, could be found in Section II of the report as well.

2.4. Cooperation with the CPC

On the grounds of the Rules for interaction and coordination adopted in 2008, which aim at creating 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 CPC and the CRC continued their active cooperation.

In 2009, the CRC continued to cooperate with the CPC in many investigations concerning potential breaches of the Competition Protection Act (CPA), and in evaluations of economic concentration cases involving operators providing electronic communications services.

The CPC provided statements on the market analysis drafts developed by the CRC.

3. Radio equipment and terminal electronic communication devices

In accordance with Art. 269 of the LEC and in connection with the application of Art, 6, para. 4 of Directive 1999/5/EC of the European Parliament and of the Council concerning the radio equipment and end telecommunication devices and mutual acknowledgment of their conformity,

during the past year the CRC received by e-mail, timely stored and reviewed, 951 notifications for radio equipment promotion, from which 940 were received through the European portal OSN (One Stop Notification) for electronic services at the General Department “Undertakings and industry” at the EC. After an analysis of the received notification concerning the ability to use radio frequency links from the relevant radio equipment with technical parameters indicated in them and applied standards, 133 letters were sent. Thus, the CRC informed about the inability of a device to be put into operation within the territory of the Republic of Bulgaria or about the ability of some devices to be put into operation in line with the conditions and the relevant technical parameters specified in the Bulgarian subordinate legislation. Additional correspondence was made upon request.

To implement its obligations, with a resolution the Commission obliged operators providing public electronic communication networks and/or services through public electronic communication networks to submit information about the technical specifications of the interfaces for connection of the terminal electronic communication devices with their networks, as well as up-to-date data about the exact address of Internet pages, on which they were published, following which access through the CRC Internet page was also provided.

A proposal from the State Agency for Metrological and Technical Supervision was coordinated for changing the translation of Directive 1999/5/EC in the Bulgarian language.

4. Standardization

The Commission successfully performed the functions of the National Standardization Organization before the European Telecommunications Standards Institute (ETSI) by organizing a public survey in the Republic of Bulgaria on ETSI standards projects.

During the year, the CRC took part in the following ETSI procedures:

Table № 22

2009	Number of processed documents	Number of procedures
PE – Public survey	52	20
Vote – Voting	25	19
OAP – One-phase procedure	28	16
MV – Member voting	36	21
PUB – Weekly received documents документи	2480	

Information about the national standards published by the Bulgarian Institute for Standardization (BIS), with the help of which ETSI standards were introduced, is periodically entered into the ETSI database. On its website, the CRC maintained and updated on an ongoing basis the ETSI documents on the public survey and voting, which gained the statute of an European standard (EN).

In 2009, the Commission actively participated in the work of four BIS Technical Committees (TCs), which dealt with electronic communications.

For the past year, the number of ETSI standards introduced and recognized as valid in Bulgaria totaled 71. Some 22 standards and standardization documents (6 standards and 16 standardization documents (EG, TS and TR)) were funded by the CRC.

All translations of headlines for standard harmonization projects were prepared and coordinated in the BIS Technical Committee. The ETSI was informed about all ETSI standards implemented by the Bulgarian Institute for Standardization.

5. Interconnection and access

5.1. Interconnection

In 2009, the Commission's interconnection-related activity focused on the approval of a project submitted by the BTC for a Sample Interconnection Proposal (SIP) and the resolution of disputes and issues, arising among the undertakings upon implementation of some of the regulation requirements.

5.1.1. Execution of a CRC Decision No. 572 from 30.03.2006 which gave the go-ahead to the SIP and gave BTC binding instructions for changes to SIP.

In 2009, the CRC was approached by two alternative operators for texts and descriptions contained in the proposed supplementary agreements to the interconnection contracts that diverge from the SIP approved by the Commission. As a result, the Commission obliged BTC AD to address offers to the operators with which it has individual interconnection contracts signed for changing of these contracts in order to put them in conformity with the binding SIP-related instructions of the CRC. BTC AD fulfilled its obligation by sending adjusted supplementary agreements to the operators.

5.1.2. Provision of local calls, calls to mobile networks and calls to non-geographic numbers for provision of services through the "carrier selection" service

Until the beginning of 2009, only long-distance and international calls were possible through the "carrier selection" service

After the SIP and the Rules for the conditions and order for provision of the "carrier selection" service (the Rules) came into force, BTC AD was obliged to provide its subscribers an ability to perform:

1. local calls
2. calls to mobile terrestrial networks and to electronic communication networks from the fixed radio service of the "point-to-multipoint" type with national coverage;
3. calls to non-geographic numbers for the provision of services.

In order to carry out calls to mobile networks through the "carrier selection" service, mobile operators had to change the individual interconnection contracts by removing the limitation imposed for termination of transit traffic. In this relation, as well as with a view to resolve some technical issues when carrying out local calls and calls to non-geographic numbers for the provision of services through "carrier selection," the Commission held a meeting with all interested operators. As a result, change and improvement of the conditions for that service's provision were achieved. BTC extended an offer to the alternative operators with versions for the implementation of the "carrier selection" service for local calls and the three mobile operators (MOBILTEL EAD, COSMO BULGARIA MOBILE EAD and BTC AD) changed the interconnection contracts by including clauses for admission of transit traffic. Until the end of the year, four alternative operators signed supplementary agreements to the interconnection contracts, with which they created conditions for their subscribers to use the "carrier selection" service for calls to mobile networks.

5.1.3. Execution of Decision No. 236 /17.03.2009 and Decision No. 237/17.03.2009.

In 2009 along with the Commission's decisions indicated, analyses of the markets for origination and termination of calls from/in a certain location within a public telephone network and termination of calls in mobile networks were approved. With these market analyses, the CRC specified price caps for termination and origination in fixed networks and for termination in mobile networks which should be applied by the operators with significant impact on the relevant markets that are nominated with the same decisions. The decisions specified were appealed by part of the operators before the Supreme Administrative Court, the latter confirming their preliminary execution.

In this regard and in view of the actual application of prices specified by the Commission, it was necessary for the operators to include them in their interconnection contracts.

Two of the mobile operators – MOBILE EAD and COSMO BULGARIA MOBILE EAD – have implemented clauses in the draft supplementary agreements to the interconnection contracts, according to which should the SAC repeal the CRC decisions, the operators would keep the currently applied prices for termination, as the parties shall be obliged to reimburse the difference between the prices imposed by the decisions and prices effective prior to the decisions. In this regard, the Commission received letters from SPECTRUM NET AD, CABLETEL EAD and TRANS TELECOM AD, in which the undertakings expressed their disagreement with the prospect to sign supplementary agreements with the specified clauses. In relation to the issue, the CRC opined that the possibility to repeal the SAC decisions is just as probable as their final approval is, and at this stage only the finally approved preliminary execution of the adopted decisions is of legal importance. On the grounds of Art. 277, para. 1 and para. 2 of the Administrative Procedure Code, the Commission has extended an invitation for voluntary execution of Decision No. 236/17.03.2009 to MOBILTEL EAD and COSMO BULGARIA MOBILE EAD.

Until the end of the period, the operators did not reach consensus and signature of the supplementary agreements.

It should be noted that most alternative operators have signed the supplementary agreements offered by MOBILTEL EAD and COSMO BULGARIA MOBILE EAD. Due to the failure to reach an agreement with some operators in 2009, the CRC shall continue to monitor the process for abidance with the specific obligations imposed.

5.1.4. Approval of SIP draft submitted by BTC AD

According to the requirements of Regulation No. 1 for the conditions and order for the provision of access and/or interconnection (Regulation 1), BTC AD submitted a SIP draft to the Commission. After familiarizing itself with the SIP draft, the CRC found it lacked information to formulate a position. In view of the specified, with Decision No. 633 from 16.06.2009 additional information was requested from BTC AD. The specified CRC decision was appealed by BTC AD before the SAC, which has delayed the provision of additional information to the CRC. Meanwhile, BTC AD and the Electronic Communications Association signed a memorandum for the admission of incoming and outgoing transit traffic from/to the numbers of a third operator. In this regard BTC AD provided a new SIP draft. Taking these circumstances into account, with Decision No. 1477/17.12.2009 the Commission opened a procedure for public consultations under the order of Art. 37 of the LEC for the last SIP draft, as well as for some regulatory issues related to the draft submitted.

The processing of statements submitted by the interested parties, as well as the analysis of the information provided shall continue next year.

5.2. Access

5.2.1. Uncommitted access

In compliance with the requirements of Regulation 1, in March 2009 BTC AD filed with the CRC a draft Reference Offer for the signing of a contract for uncommitted access to the subscriber line (Reference Offer).

On the grounds of Art. 167, para. 7 and Art. 37 of the LEC, the submitted draft should pass the procedure for public consultations prior to adopting a decision for its approval or issuing instructions on its change. During the review of the reference offer and preparation of the Commission's position, the CRC found it needed additional information from BTC AD in regard to the price and technical conditions. With CRC Decision No. 466 from 26.05.2009, it gave the operator 14 days to submit the required information. The information provided was taken into account in the work on the preparation of the Commission's position. With a Decision No. 1317/29.10.2009, the Commission opened a procedure for public consultations under the order of Art. 37 of the LEC on the reference offer draft, as well as on its position. In November 2009,

with a letter to the Commission, BTC AD expressed its disagreement with the CRC position and with the changes in its obligations for the reference offer arising from it. A request was issued for the termination of the public consultations procedure, as well as one for the opening of a new public consultations procedure on changes to the sample proposal, representing the changes to Regulation 1.

With Decision No. 1439 from 10.12.2009, the CRC refused to terminate the public consultations. Despite the request for termination of the procedure, BTC AD provided a statement within the public consultations on the reference offer draft and CRC position. Within the term of the public consultations, COSMO BULGARIA MOBILE EAD sent a statement, too.

The review of the reference offer shall continue in 2010 as well.

5.2.2. Bitstream access

In the end of 2008, as a result of the meetings held between alternative operators and BTC AD, with the participation of CRC, improvements in the conditions for bitstream access provision were agreed.

Despite that the prepared draft supplementary agreement to the bitstream (specific) access contract was with proposed changes in the conditions and prices, in conformity with discussions of the meeting, ORBITEL EAD discarded it as inadmissible.

As a result, in March 2009 ORBITEL EAD sent a letter, stating issues related to the impeding conditions in bitstream access contracts that affect optimization of activation terms for ADSL access, the terms for notification in case of a change in prices and conditions in the broadband services offered by BTC AD, as well as on retention of the margin between wholesale and retail prices. EUROLINK AD also informed the Commission about accompanying issues in the provision of broadband services through bitstream access.

The CRC took the issues raised into account in its proposals for a public consultation of wholesale broadband access market analysis, where BTC AD was offered to impose relevant obligations related to the organization and terms for provision of the service.

During the period, the number of subscribers of alternative operators who provide broadband services through bitstream access remained relatively small. In June 2009, the Commission required information from the operators who have signed contracts for the use of bitstream access for the number of subscribers using bitstream-channeled broadband services. Despite that seven alternative operators have signed contracts with BTC AD, only ORBITEL EAD and NEXCOM-BULGARIA EAD offer retail broadband services through bitstream access.

As a result, BTC AD offered to cut the prices in bitstream access contracts – price for opening a DSLAM port (reduced from BGN 100 to BGN 50), as well as to reduce the monthly subscription for specific access to the subscriber line for home profiles by BGN 0.50 and BGN 0.80.

The undertaking made proposals to the alternative operators to provide wholesale service “Nacked bitstream access”. Three supplementary agreements were signed.

6. Electronic signature

According to the requirements of the Law for the Electronic Document and Electronic Signature (LEDES), a permanent control and monitoring of the activity of the five registered operators of certification services in the country was exercised during the reviewed period.

The operator of certification services SPECTRUM AD was subject to a second inspection aimed at verifying the elimination of the irregularities found during its overall audit in 2008. The results of the inspection were satisfactory.

Due to expiration of the basic CRC certificate, the following activities were implemented:

- Preparation and signing of an agreement on the use of the the e-Government’s Control Technical Center infrastructure with the aim of generating and storing the basic certificate for universal electronic signature of the CRC;
- after analyzing the abilities, the technical and software means for the needs of the

public keys infrastructure were delivered;

- a procedure for the management of CRC's cryptographic keys and certificates was drafted;
- a new basic certificate of the Commission was generated and the required certificates for universal electronic signature were issued.

The work on the amendment of the LEDES was continued.

CRC experts participated in the Commissions' work on the program "Development of internal rules for acceptance, issuance and storage of electronic documents, signed with a universal electronic signature".

Many positions on issues related to the LEDES application have been prepared.

7. Communications control

One of CRC's main priorities in 2008 was the validation of the control activity as a regulatory quality assurance mechanism. Particular attention was paid to the application of regulations in the electronic communications field and to the compliance with the LEC imperatives. The control functions of the Commission were performed by the Communications Control Directorate in Sofia and by its five regional units in the cities of Plovdiv, Burgas, Varna, Veliko Tarnovo and Vratsa.

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

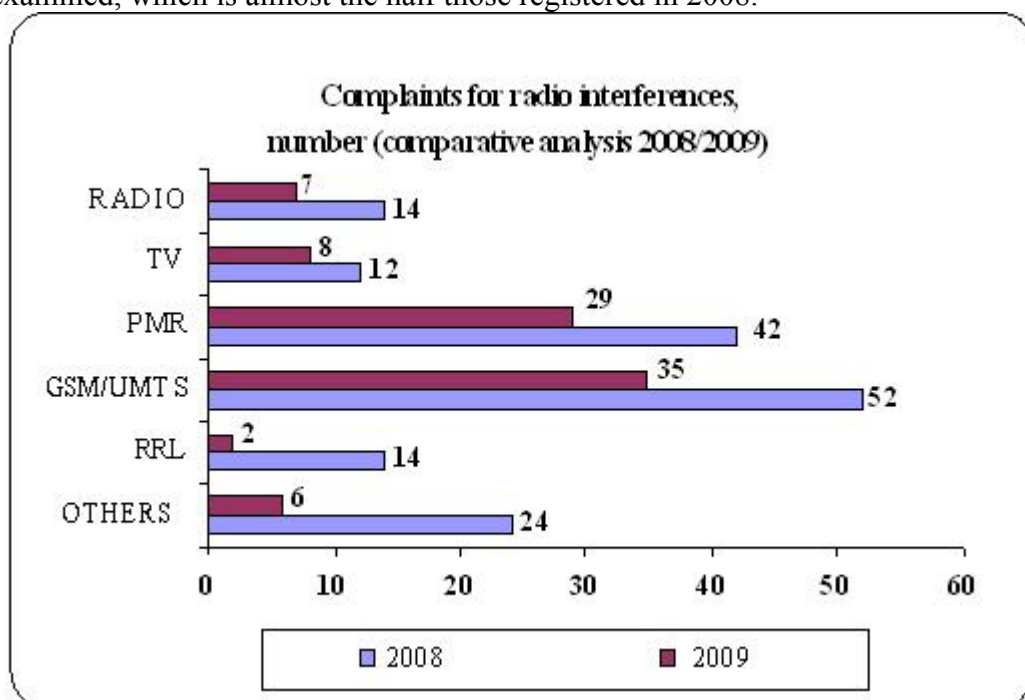
The increasing use of the radio frequency spectrum by a growing number of customers required this limited natural resource to be managed with maximum effectiveness. The resulting management of the spectrum imposed continuous monitoring and control in order to guarantee the normal work of the created networks without harmful interferences. On the other hand, the effective monitoring and control contribute to the quick localization and elimination of sources of radio interferences or illegal radio broadcasting equipment. That is why during this year the Commission continued to raise the profile of its control functions with the goal to ensure equality among the legal users of the spectrum and guarantee a certain quality of the electronic communication services provided to the end-users. A special role was given to the monitoring for utilization of additional frequency bands in relation to the introduction of new electronic communications technologies and for the creation of conditions for the digitization of the terrestrial television broadcasting.

The more important RFS monitoring and control activities were as follows:

- monitoring for the **actual radio frequency spectrum occupation** and estimation of the idle capacity for new frequency assignments: observations and measurements were performed on the territory of 26 populated places in the country in U-short-FM band for radio broadcasting 87.5-108 MHz; in relation to the digitization
 - 374 television channels in 55 populated places all over the country were examined for television broadcasting purposes; also performed were calculations for the assessment of the actual occupation of frequency bands, designated for NMT/CDMA, as well as of the 3400-3600 MHz band;
- monitoring and control of the established broadcasting stations suitability for analogue terrestrial broadcasting of radio and television signals with the approved technical characteristics: inspections were performed on the execution of CRC decisions with regard to the approved technical characteristics; the role of preventive control for the implementation of conditions for the normal work of lawful spectrum users continued to rise; ensuring the electromagnetic compatibility of the various types of radio networks and certain quality of the electronic communications services provided to the end-users, as well as for the prevention of the occurrence of interfering and illegal broadcastings – the electronic broadcasting to undertakings continued for results of conducted planned observations and measurements (data was provided from more than 6000 measurements of basic technical parameters – a significant improvement of the parameters of the broadcasted radio and television signals was registered, while the generated side and intermodulation broadcastings including in the band of the air radio service went down);

in regard to the established deviations from the technical parameters, recommendations for corrections were given with a fixed period (up to 1 month), the required administrative and punitive measures according to the 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 radiofrequency spectrum management and utilization of the assigned radio frequency resource, as well as compliance of the terms and conditions of the licenses issued - through fixed (attended and unattended) stations started the implementation of planned daily monitoring in the 20-3000 MHz frequency band;
- monitoring for **evaluation of the electromagnetic environment**:
 - monitoring for evaluation of the cross-border harmful interference in the radio and television broadcasting bands – 217 measurement protocols carried out on the territory of 22 settlements were summarized and analyzed concerning the intensity of the electromagnetic field and for determination of the direction of registered broadcasts in the radio and television broadcasting bands in the borderline areas of the country;
 - monitoring and evaluation of the electromagnetic compatibility of 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 range. 12 civil radio-broadcasting sites in the cities of Sofia, Shumen, Vratsa, Stara Zagora, Burgas, Varna, Dobrich, Kyustendil and Plovdiv were studied according to the *Methodology for measurement of AI intermodulation products*;
- monitoring and control for the **protection of public and consumer interest** in relation to the quality control of the provided services:
 - monitoring over received **complaints and warnings** from legitimate users of the spectrum, citizens, organizations and institutions – 87 cases of radio interferences were examined, which is almost the half those registered in 2008.



Source: CRC

Fig. 83

The decrease in the number of complaints is due to the effective preventive monitoring and control over the spectrum by the Commission, as well as to user discipline; this year prevalent were complaints for interferences in mobile networks bands of the PMR type and the GSM standard; the necessary measures were undertaken for the quick localization and elimination of interfering sources; interfering impacts of the radio equipment of the Ministry of Defense on the mobile networks of PMR type in the 160 MHz band continued to be a problem;

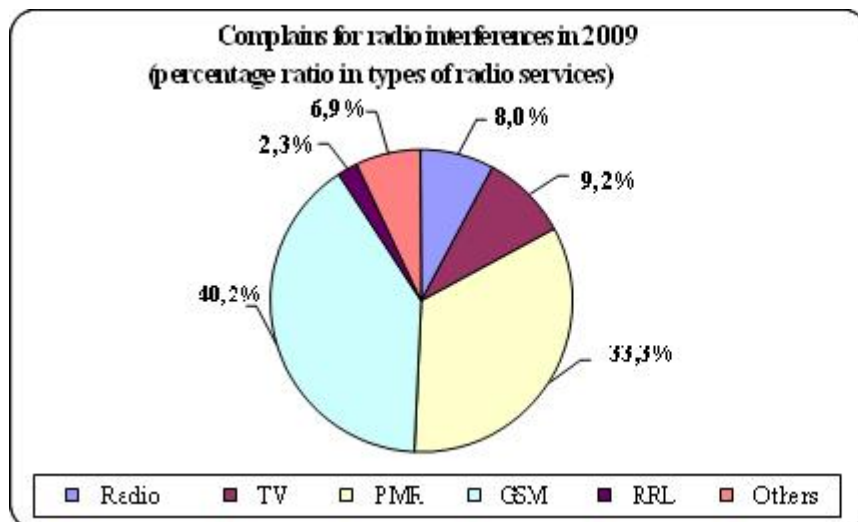
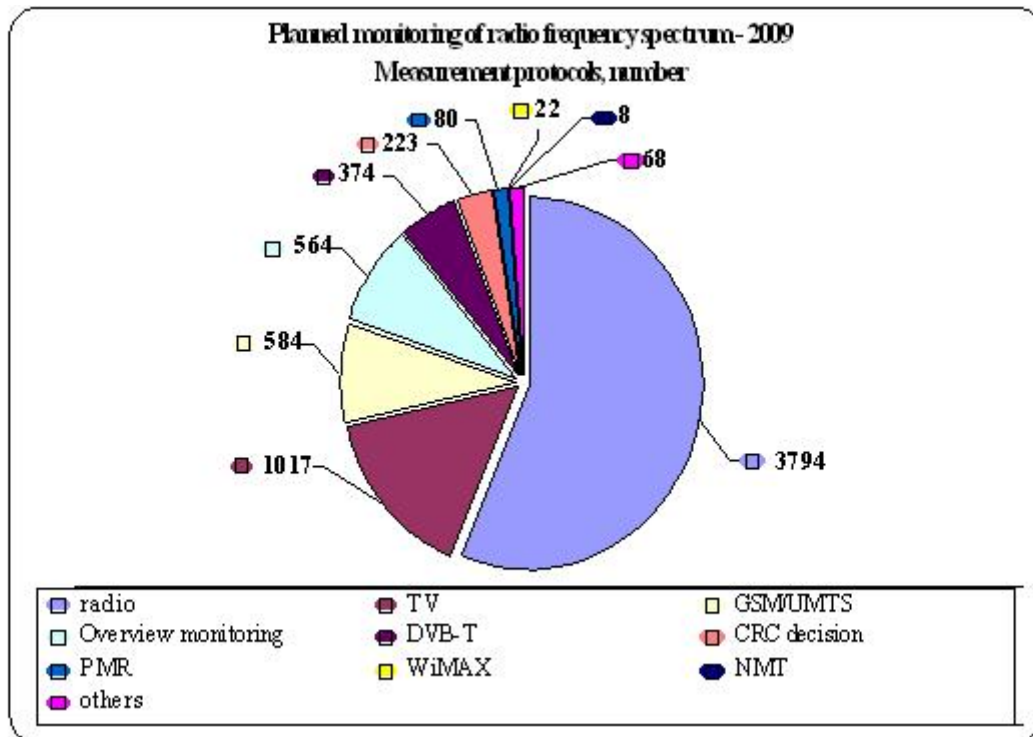


Fig. 84

- monitoring aimed at inspecting the **coverage and quality of services provided in the GSM-gearred mobile networks**: measurements were carried out alongside 12 routes from the main national road network of the country and in 167 settlements for all the three mobile operators using the GSM standard; 624 measurement protocols were drawn up; for determination of the minimum required level of signals and ascertainment of the admissible correlation between coverage and quality comparative measurements in the downtown and the outskirts of the biggest cities (Sofia, Plovdiv, Varna and Burgas) were carried out.

- monitoring for localization of points for **building unattended fixed stations** for RFS monitoring of the National RFS Monitoring System – measurements are related to the development of the NRFSMS, selection of points for building new remote managed stations, as well as selection of alternative points in relation to the difficulties met in the acquisition of property and/or rights to use a land plot, on which the stations were built or are being built.

The results of the performed RFS monitoring and control in 2009 are summarized in **6734 measurement protocols**.



Source: CRC

Fig. 85

The operators providing analogue terrestrial radio and television broadcasting were sent **1849 e-mails** including information about more than 6000 control measurements of the basic parameters of broadcasting stations.

7.2. Inspection activity

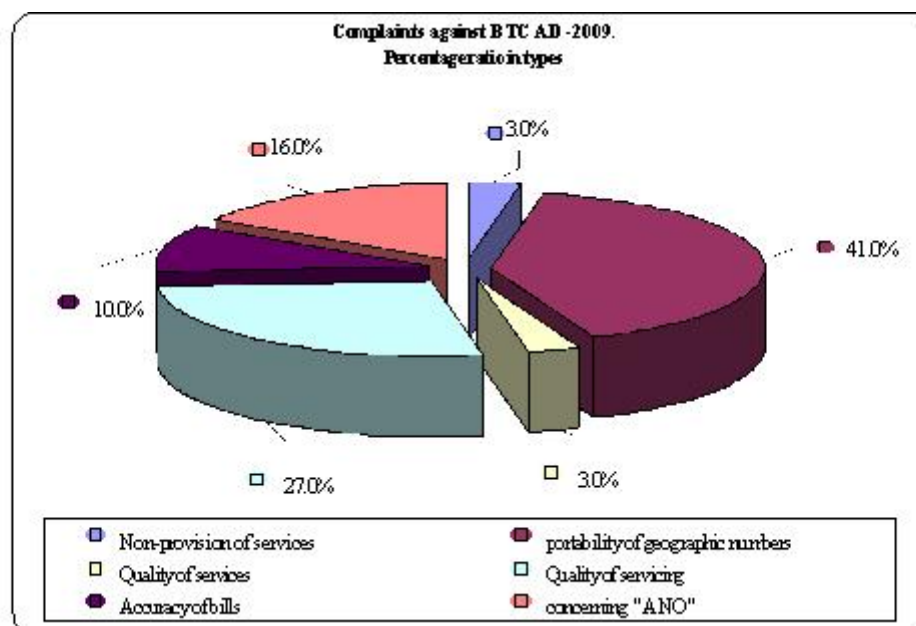
In connection with the CRC functions related to the control of electronic communications provision pursuant to the LEC and in compliance with the requirements of LEDES, during the year the following activities were carried out:

7.2.1. Control activity over electronic communications provision pursuant to the LEC:

- 285 inspections of electronic communications networks for **terrestrial analogue radio and television broadcasting** were carried out to screen for compliance with the provisions of the issued decisions of the Technical requirements for the operation of electronic communication networks of radio communication services and the related equipments, as well as the compliance of the broadcasting stations with the technical parameters approved by the CRC: the positive trend for complying with all requirements laid down in the secondary legislation of the LEC persists; the preventive control introduced with the implementation of Article 313, Paragraph 1, Item 9 of the LEC, where in regard to the main parameters deviation, off-set and created tension of the electromagnetic field of transmitting stations for radio and television broadcasting no significant breaches were found; the Prosecutor's Office carried out 11 inspections of radio broadcasting stations. 45 administrative offence acts were drawn up for offences found during the inspections in that kind of networks

- inspections of electronic communications networks from a mobile **PMR radio service**: in relation to the efficient use of the scarce resource – radio frequency spectrum, 168 inspections for compliance with the requirements of individual licenses or the permissions for building, maintaining and utilization of PMR mobile networks have been carried out. Upon stated inefficient usage of the scarce resource-radio frequency spectrum, the CRC preceded with the license revocation and the release of frequency radio channels. The offences of this type of networks continued, i.e. non-compliance with the parameters set out in the individual licenses, and harmful interference caused by defective radio equipment. Upon stated offences, some 31 administrative offence acts were drawn up;
 - inspections of **cable electronic communications networks** for broadcasting of radio and television programs: 48 inspections have been carried out; in connection to the Memorandum of cooperation for the protection of copyright and related rights between the Ministry of Culture, CEM and CRC, the Ministry of Culture were provided with statements of facts on the inspections carried out upon complaints concerning the Law on Copyright and Related Rights. Upon request by CEM, inspections of nine cable networks for the broadcasting of radio and television channels were carried out.
 - 205 inspections of operators providing public electronic communications through **data transfer cable networks** without use of scarce resource have been carried out: 66 administrative offence acts have been drawn up, mainly related to non-fulfilled obligations related to the information on the wide range access provided by them;
 - inspections on the **compliance with Art. 286 of the LEC**: with the amendment and supplement of the LEC (SG, issue 17 from 06.03.2009) the existing regulation obstacles related to the implementation of control for execution of the obligation for building of cable electronic communication networks were overcome according to the requirements of Art. 286 of the LEC and the control over the execution of the requirements of Art. 1, para. 2 and Art. 3 has already been performed; taking into account the explicitly provided powers to the CRC with the above stated amendment of the LEC, the Commission has started in time the implementation of inspections within the territory of the entire country for the construction of cable electronic communications networks – 484 inspections of operators providing public electronic communications through cable networks for data transfer and distribution of radio and television programs without the use of scarce resource were carried out in 2009 and 249 administrative offence acts have been drawn up in relation to the violation with the requirements of Art. 286 of the LEC; the CRC has no powers to eliminate the air cable electronic communication networks built in violation with Art. 286 of the LEC;
 - inspections of **fixed networks for the provision of public telephone services**: 71 inspections have been carried out and 4 administrative offence acts have been drawn up; during the planned inspections, the quality parameters of the service provided were measured – the factor of voice evaluation and one-way delay as well as an inspection of the effective use of the scarce resource were also carried out – numbers; control in relation to the started in 2009 transfer of geographic numbers in case of a change of the operator of fixed telephone service has been also carried out within one geographic national code for direction, which gave the opportunity for subscribers from a fixed network to migrate to another operator while keeping their numbers; in the inspections that were carried out, no violations of the functional specifications for transmission of geographic numbers in case of change of the operator of fixed telephone services were found by the alternative operators; inspections have been carried out to operators who have signed the Procedure for transmission of geographic numbers in relation to the execution of the CRC Decision No. 191 for the implementation of a unique sound signal in the presence of transferred numbers in networks of other operators;
 - inspections for the provision of a universal service: performing their duties to control compliance with the requirements for the provision of a universal service, as well as to consider complaints of end-users in 2009, authorized employees of CRC carried out 129 inspections of BTC AD; a trend for growth of complaints against BTC AD was observed as the highest 41% percentage

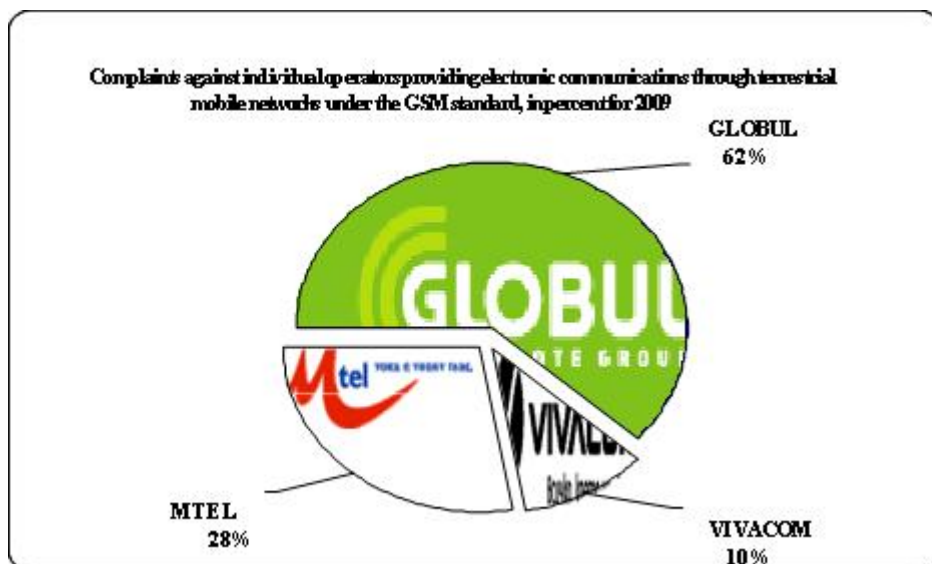
was concerned with the transfer of geographic numbers, 27% of the complaints concerned service quality and 16% concerned the optimization of the analogue network of the operator. 54 administrative offence acts were drawn up.



Source: CRC

Fig. 86

- inspections of **terrestrial mobile networks using the GSM standard**: during the year 75 inspections of the three mobile operators using the GSM standard were carried out – MOBILTEL EAD, COSMO BULGARIA MOBILE EAD and BTC AD. The introduction of new services, new technology platforms and a procedure launched for number portability among mobile networks increased the number of incoming complaints from end-users – complaints from subscribers concerning the portability of mobile numbers accounted for the largest number or 76%; five administrative offence acts were drawn up for the violations found concerning the functional specifications for the implementation of portability from nationally significant numbers upon switching to another provider of a public mobile telephone service; in 2009, complaints against the development of mobile broadcasting equipment (base stations) of mobile operators near residential buildings continued; however, they accounted for only 2% of the total amount of complaints – it is not within CRC’s authority to control the top admissible levels of electromagnetic fields and the electromagnetic waves broadcast by the equipment, as well as to check their possible harmful impact on people; the CRC continued to monitor the compliance with the Bulgarian administrative procedure for commissioning the base stations, installed in populated places in terms of availability of the relevant documents for the launch and commissioning: protocols issued by the Ministry of Health (the laboratory to the National Center for Public Health Protection) for the compliance with the hygiene standards according to Regulation No. 9/1991 for the top admissible levels of electromagnetic fields in settlements and determination of hygiene protective areas, construction and commissioning licenses of the DNCS and others.



Source: CRC

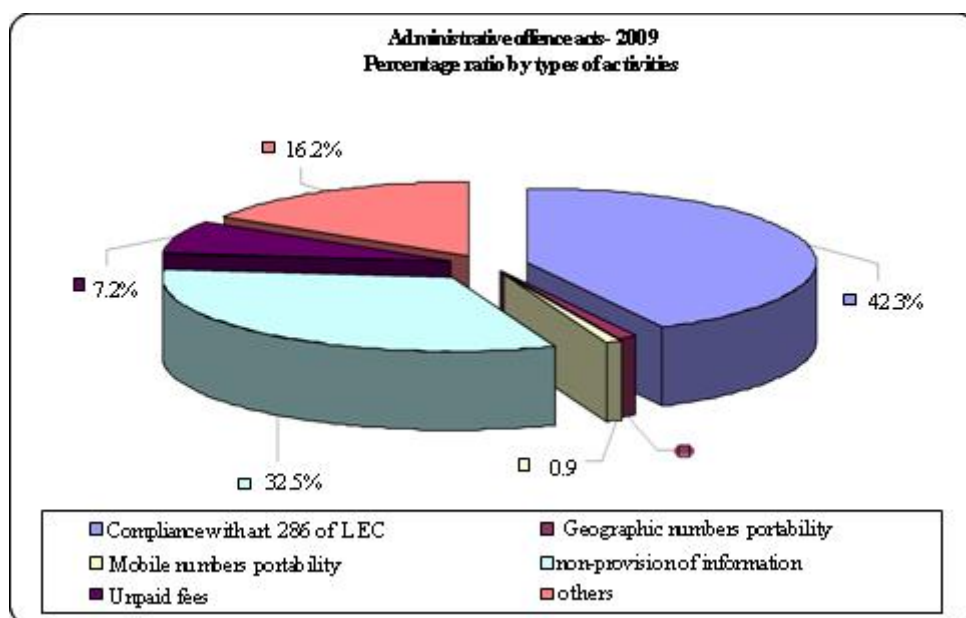
Fig. 87

7.2.2. Control activity of the compliance with the requirements of LEDES:

According to CRC-endorsed *Methodology for control over the certification services providers*, a probe into SPECTRUM AD was carried out with regard to the compliance with the LEDES and the implementation of the provided recommendations.

As a result of the performed inspections, upon the implementation of CRC control functions, pursuant to the requirements of Chapter 21 of the LEC, 581 administrative offence acts were drawn up and delivered for the law breaches by authorized employees in 2009.

The statistical data for engagement of administrative and punitive liability in offences during the year are as follows:



Source: CRC

Fig. 88

7.3. Development and technical support of the National RFS Monitoring System

Regarding the technical and technological support of the work on controlling the electronic communications aspects, the following main activities were accentuated:

- development of the National RFD Monitoring system for civil needs;

- technical support and development of measurement devices for monitoring and control;
- scrutiny of the 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 the NRFSMS) – configuration, settings, administration.

The development of NRFSMS according to the adopted regional principle continued in order to create a unique monitoring system. To ensure productive RFS monitoring and control throughout the country, CRC continued to develop new fixed remote-controlled monitoring stations.

According to the framework agreement on equipment supply, in 2009 measurement services for 2 unattended remote-controlled stations for radio monitoring have been supplied, equipped with contemporary measurement receiver for digital processing of signals, with monitoring and measurement antennas for signal reception with horizontal and vertical polarization, as well as with a direction finding system for the localization of radio broadcasting devices.

During the year, the CRC performed basic construction and installation works aimed at building remote-controlled stations (RCS) and adjoining infrastructure in four regions of the country as follows:

- RCS Botevo, near the village of Botevo, region of Yambol;
- RCS Vidin, town of Vidin;
- RCS Stalevo, near the village of Stalevo, region of Haskovo;
- RCS Chernogorovo, near the village of Chernogorovo, region of Pazardzhik.

Work continued on sites legalization for the issue of the required licenses for usage and commissioning of stations according to the Spatial Development Plan.

After commissioning the newly-established stations, the Commission's rights shall be extended for the effective control of a radio frequency spectrum from 20MHz to 3.0GHz on the territory of four new regions: Vidin, Yambol, Haskovo and Pazardzhik.

At the end of 2009 for the implementation of the control functions of the CRC, the following measurement systems were used:

- 8 (eight) fixed stations for RFS monitoring (4 attended and 4 unattended remote-controlled) in the 20 to 3000 MHz band;
- 8 (eight) mobile stations for RFS;
- specialized mobile station GSM 900/1800 and DVB-T;
- 6 (six) transportable measurement systems – up to 26.5 GHz;
- supplementary transportable/ portable equipment - 9 kHz ÷ 3 GHz.



RCS “Vidin”

Fig. 89



RCS”Chernogorovo”

Fig. 90



RCS “Stalevo”

Fig. 91

RCS “Botevo”

Fig. 92

8. CRC administrative - punitive activities

In 2009, 343 punitive decrees were issued, as were 57 resolutions for administrative-punitive proceedings suspension.

As far as collection of fines imposed by punitive decrees and property sanctions for administrative infringements are concerned, it should be pointed out that operators who have failed to voluntarily pay the due amounts were sent invitations for voluntary payment, by which act they were given the opportunity to settle the dues within a 7-day period.

Whenever the amounts due were not paid off, correspondence on the enforced punitive decrees was sent to the State Claim Agency in due course. Some 21 correspondence sets on empowered punitive decrees for compulsory payment were sent during the year.

The CRC has considered and taken actions under more than 800 citizen claims related to problems and infringements in the process of receiving electronic communication services.

9. Procedural representation

Before the Supreme Administrative Court

In 2009, the CRC lawyers took part in the preparation and procedural representation in 32 lawsuits before the Supreme Administrative Court.

Before regional and administrative courts

The CRC opened procedures for the implementation of sanctions under Chapter 17 of the Administrative Procedural Code to undertakings which do not observe decisions of the Commission with allowed preliminary execution. In connection with the acts accepted by the

CRC before the Administrative Court – Sofia, 20 proceedings were opened.

More than 70 cases before regional courts were opened on claims against punitive decrees by the CRC chairman. The number of the proceedings before administrative courts (as a second institution) is nearly the same.

The respective cassation claims were prepared against decisions cancelled by the respective court of first instance.

10. CRC international activity in 2009

The CRC strives to apply European and international regulations and the best practices with the intent to guarantee the rights of end users and to ensure high quality services adequate to the dynamic market development and technological innovations. In the context of targets and priorities, within the scope of the rights of the regulator, the CRC continued to actively strengthen the cooperation with the national regulators of the EU member countries and the European Commission, as well as to strengthen its positions in the European and international structures in the decision-making process and in establishing the common positions. It actively follows up and participates in the process of improving the regulatory framework both on national and European level. In the meantime, deepening the cooperation relations and interaction with the regulators from the neighboring countries is aimed at achieving a leading role for the CRC in the region.

The establishment of CRC's solid presence as a national regulator and factor for the electronic communications networks and postal services market development is a main goal on regional, European and international level.

The CRC participates in the activities of governmental and specialized organizations in the sphere of communications both on international and European level and performs regular exchange - with the EC and the EU member states' national regulators - of information and experience for the further implementation of the European regulatory framework.

10.1. Bilateral and regional cooperation

During the year, the CRC signed agreement memorandums with its Turkish and Macedonian counterparts. It also carried out the respective preparations for a cooperation agreement project with Ukraine. Agreement memorandums aim at establishing a closer partnership between the respective regulators in the sphere of electronic communications, taking quick sector development into account. Within the scope of the memorandum signing procedure with the Macedonian regulator, some Macedonian experts visited Sofia to exchange experience in the field of market analyses.

The CRC consistently develops its relations with the countries from the South East European region as it aims to deepen the regional cooperation, according to the common European policy. Some of the important events the CRC participated in were:

- 4th regulatory conference of the Black sea and Caspian region countries, which took place in Istanbul, Turkey in June 2009.
- Regional forum of the International Telecommunications Union and the Commonwealth of the Independent States on the development of human capacity, March 2009, Budva, Montenegro.
- Eurasia Com 2009, Istanbul, Turkey.
- A regional seminar and a round table on ministerial level on the transition from analogue to digital ground television transmission, organized by the International Telecommunications

Union for the states of Central and East Europe, April 2009, Belgrade, Serbia.

- Bulgarian-Russian Information and Communication Technologies business forum, April 2009, Moscow, Russia.
- Joint expert commission for outstanding issues with the Republic of Serbia, May 2009 , Ankara, Turkey
- 4th International conference on broadband services, organized by the Greek Telecommunications and Postal Commission, May 2009, Athens, Greece
- Regional forum for Europe and the Commonwealth of the Independent States in August 2009 in Chishinau, Moldova.
- Seminar “Tariff policies and mutual connection of the telecommunication operators” organized by the Development Bureau at the International Telecommunications Union, September 2009, Odessa, Ukraine.
- Seminar “Analyses, forecasts and mechanisms for regulation of the development of the telecommunication markets” and a meeting of the regional communications association, November 2009, Kyiv, Ukraine.
- Summit CONNECT CIS for the Commonwealth of the Independent States “Let’s connect the space” organized by the International Telecommunications Union in Minsk, Belarus in November 2009.
- Seminar “Convergence of the telecommunications and media sectors: conclusions for policy makers and regulators” in December 2009, Skopje, FYROM.

10.2. Communication with the EC

In 2009, active correspondence with EC representatives was maintained, whereby regular information about CRC’s regulatory activities in priority fields such as market analyses, telephone numbers portability, effective management of the spectrum, transition to terrestrial digital television broadcasting, etc. was submitted.

In the end of September 2009, EC representatives conducted yet another mission in connection with the preparation of the 15th report on the application of the European regulatory framework. The Commission presented information about the main regulatory developments: organization of the national regulatory authority, a decision-making process, market development – broadband access, fixed services market, mobile services market; radio broadcasting; user interests – universal service, telephone guides and information services; telephone numbers portability; consumer claims and disputes resolution; data protection, etc.

In connection with the conducted market analyses some pre-notification and consultative meetings were held with EC representatives. In January 2009, a meeting with representatives of the EC was organized to discuss the notification of fixed retail market analyses: in August 2009 – a meeting with EC experts on the system for measuring the expenses of Bulgarian posts EAD; in September 2009 – a meeting dedicated to the analyses of markets providing (physical) wholesale access to the network infrastructure (including independent and joint non-aligned access) at a certain location and provision of wholesale broadband access; in January 2009 – an expert meeting on defining the wholesale market of transit services in public fixed telephone network (market 10).

10.3. Participation in the work of European Structures

The CRC continued to actively participate in the general assembly of the Independent Regulators Group (IRG) and the plenary sessions of the European Regulators Group (ERG), the work of the Contact network, as well as on project teams level in the I/ERG. The fori give a platform for exchange of information and practices on issues connected to the regulatory activities in the electronic communications sphere, thus forming positions adequate to the challenges facing national regulators like the revised regulatory framework, next-generation

networks, convergence, measure coordination and adequate monitoring, roaming, regulatory accountancy, etc.

The CRC participated in the VIIIth summit IRG-Regulatel themed “Establishing the future of the broadband access” on the island of Capri, Italy in October 2009.

The CRC took part in the working sessions of the working EC committees as a fully-fledged member:

- Committee on communications (COCOM),
- Radiofrequency spectrum committee (RSC),
- Radiofrequency spectrum management policy group (RSPG)

10.4. CRC participation in international events

The CRC participated in events organized by governmental and specialized organizations in the field of communications at international and European level.

Significant international events in 2009, attended by the CRC, were:

- An Extraordinary Assembly of the European Conference of Postal and Telecommunications Administrations (CEPT), 19-20.03.2009, Copenhagen, Denmark. The main task of the assembly was the organization’s reform. In January 2009, the amended European Radio Communication Office Convention was ratified by the last of the Contracting states. The amended convention (ECO Convention) took effect on July 1, 2009. The working group executive for International Telecommunications Union (WG ITU) issues was granted the statute of a committee named “Committee executive for the issues of the International Telecommunications Union” (Com-ITU).
 - Plenary sessions of the ECC
 - Plenary sessions of the CERP and sessions of the project team “Accountancy and prices monitoring system”
 - Com-ITU
- The two general assembly of the European Institute on Communications Standardization in April and November 2009, where the CRC participated in its capacity as the National Standardization Organization.
- Postal regulation forum within the scope of the Administrative Council of the Global Postal Union in November 2009 in Bern, Switzerland.
- Annual meeting of the Francophone Telecommunication Regulatory Network (FRATEL) in November 2009 Brussels, Belgium.
 - Meetings of the permanent Bulgarian – Russian work group “Information society and information communication technologies” to the Intergovernmental Bulgarian – Russian economy commission in February 2009 in Moscow.
 - International Mobile congress – ministerial program in February 2009 in Barcelona, Spain.
 - Seminars of the Organization for Economic Co-operation and Development, February 2009 in Lisbon, Portugal and in June 2009 in Barcelona, Spain.
 - The day of the Bulgarian Information Communication Technological Industry at the CEBIT in March 2009, Hannover, Germany.
 - International conference “20 years later: Why should we regulate?”, September 2009, Lisbon, Portugal
- VIP program of ITU Telecom 2009, in October 2009 in Geneva, Switzerland.

10.5. Projects related to the adequate and timely implementation of the European regulatory framework

In September, a short-term contract for institutional partnership

BG2007/IB/TE01/UE/TwL - "Further effective development of the electronic communication markets (continuation)" was started with a budget of a total of EUR 173 000. The Commission on the telecommunications market in Spain was an institutional partner. The goal of the project was to facilitate the exchange of best practices and the application of coordinated approaches in the analysis of the respective electronic communications markets. The contact comprised thorough review of the legislation and practices connected to the market analyses and meeting specific obligations, as well as references under the analyses of "Leased line for traffic termination" market, according to Recommendation 2007/879/EO (market 6), "Transit services in public fixed telephone networks" market according to Recommendation 2003/311/EO (market 10) and "Access to and calls generated via public mobile telephone networks" market, according to Recommendation 2003/311/EO (market 15).

Contract BG2007/IB/TE02/UE/TwL – "The role of the CRC within a liberalized postal market" was started in December 2009. An institutional partner was the General directorate "Postal System" at the Ministry of Transportation and Public Works. The budget amounted to EUR 100 000. The program aims at establishing an effective regulatory framework and at the further development of regulations when delivering postal services in the context of a liberalized postal market, in accordance with the European postal legislation.

The CRC strives to use all possible instruments and means for supplementary improvement of the administrative experts' capacity, including the aspect of the Bureau for technical support and information exchange at the EC – TAIEX. In April, a mission with the partnership of the experts of the Ministry of Industry, Tourism and Trade of Spain was held in Sofia, devoted to an audit of the information system and the infrastructure of the certifying authorities; in May - the Irish regulator paid a visit aimed to offer subscriber lines for wholesale rent.

11. Project under the Operational Program "Administrative Capacity" funded by the European Social Fund

In January 2009, the CRC applied under priority axis III with two project proposals. "Quality administrative servicing and development of electronic management" 3.1. "Improvement of services to citizens and business, including the development of the electronic management" under Operational Program "Administrative Capacity" (OPAC) funded by the European Social Fund. The project proposal "Development of the CRC's IT system "Licenses and registers" in connection with the provision of applicable software for the informational, certifying, licensing and registration activities aimed at the provision of complex administrative services via electronic means to citizens and the business" to the amount of BGN 741 588.80 was approved of the Managing OPAC organ. On 12.06.2009, the CRC and the managing OPAC authority concluded a contract for 100% funding of the project which shall be realized within 18 months.

Setting the informational system in action will allow the provision of the electronic administrative services, worked out in compliance to the Electronic Management Act, which will result in the improvement of the administrative-information servicing of persons, delivering electronic communications, postal and certifying services, as well as to citizens, other administrative offices, professional associations and other associations.

During the operations under the first stage of the project, CRC experts with the help of outsourcing experts prepared a technical assignment and documentation for an open procedure to assign a public procurement under the regulations of the Public Procurement Act with subject "Development of CRC's IT system "Licenses and registers" in connection to the provision of applicable software for the informational, certifying, licensing and registration activities aimed at the provision of complex administrative services via electronic means to citizens and business." The procedure was executed according to the requirements of the Public Procurements Act as the choice of a contractor was held in January 2010.

The IT system "Licenses and registers" will cover registers under the Law on Electronic

Communications, the Law on Postal Services and the Law for Electronic Document and Electronic Signature.

During the final stage of the project, the implementation of an IT system in real conditions is expected, which will result in facilitating the access of both citizens and business to complex administrative services via electronic means, connected to the informational, certifying, licensing and registration activities of the CRC.

Better regulation, through a more effective monitoring and control and through organization of work on the automation of the processes submitting, acceptance and processing of notifications for the provision of public electronic communications and applications at the CRC, as well as opportunities for information updates in the CRC's public registers and origination of new public/official registers.

The project ends on 12.12.2010.