

INTRODUCTION.....	4
--------------------------	----------

INTRODUCTION

The annual report of the Communication Regulation Commission (CRC, the Commission) for 2017 was prepared pursuant to Art.38 of the Law on Electronic Communications (LEC). The paper presents systematized information on the services, markets and competition in the communications sector over the past year, development trends and future prospect as well as a review of the regulator's activity.

In 2017 CRC continued to work actively to ensure condition for development of effective competition of the electronic communications markets and services enabling informed customer choice and meeting their needs for modern, high-quality and affordable services. In implementation of its powers the Commission used the good European Union (EU/Union) practices respecting the principles of transparency, publicity, predictability and advisability. Performing its functions, the regulator continued to conduct active and constructive dialogue with the undertakings, branch organizations and the competent authorities in Bulgaria.

The regulator concentrated its activity on the realization of the set priorities for 2017. The effective implementation of the Regulation (EU) No 531/2012 on roaming on public mobile communications networks within the Union in the line with its amendments was among these priorities. In order to avoid any problems when using roaming services at domestic unit prices, CRC published at its website the necessary information for Bulgarian customers. The timely taken measures ensured the smooth implementation of the Regulation. It has led to increased total consumption of mobile voice services with more than three times growth of the call minutes abroad by subscribers of Bulgarian undertakings.

In 2017 the trend over the past few years to expand the impact of bundled services became deeper. Their relative market share reached 36.3% and for the first time it was ahead of the voice telephony services. The Internet access and data transfer also got their growth occupied 20% of the total market volume. The continual introduction of new accessible technologies and applications is one of the main reasons.

Innovations in mobile technology providing high-speed data transmission have increased the demand for used radio frequency spectrum (RFS). For this reason, the efficient and effective spectrum management and usage are among the permanent priority of Commission's activity. In order to ensure conditions for harmonized use of the 700 MHz band (694-790 radio frequency MHz), so called second digital dividend, the CRC continued the activities started in 2016 on assessment the radio frequency range for civil needs. At expert level the Regulator was actively involved in the work of inter-ministerial working group on that issue. In the National roadmap project for fulfilling the obligation of the Republic of Bulgaria under Decision (EU) 2017/899¹ a number of CRC proposals have been involved. In the past year the Commission signed coordination agreements with neighbouring countries for new frequency plans for digital television. Thus, Bulgaria was among the first European countries that has fulfilled the deadline under Decision for cross-border frequency coordination agreement.

Monitoring plays an important role when ensuring control and efficient use of RFS in order to improve the quality of the services provided to the end users. The protection of their rights and interests is also one of the main Commission's tasks. In the past year CRC received over 4 000 customers' complaints on which inspection had been carried out. As a result, for the administrative offences of the LEC detected, were issued acts by 60% more than in 2016.

On an international level, Bulgarian regulator continued its activity to strengthen CRC active role in the work of the specialized organizations in the area of electronic communications at European and world level and fulfilled the functions of deputy chairman of the Group of European Regulators for Postal Services (ERGP).

¹ Decision (EU) 2017/899 of the European Parliament and of the Council of 17 May 2017 on use of the 470-790 MHz frequency band in the Union