



---

## ADMINISTRATIVE BOARD

### DECISION

Chisinau mun.

of July 12, 2011

No. 17

Registered with the  
Ministry of Justice of the Republic of Moldova  
no. 849 on 11.10.2011  
Minister Oleg EFRIM

---

### **On regulating access to national short numbers of 116(xxx) form for services of social value harmonized at European level**

Based Art.9 (1) g), j), u), h) and Art. 63 of the Law on Electronic Communications, no.241-XVI of 15.11.2007 (Official Gazette of the Republic of Moldova, 2008, no.51- 54, Art.155) and section 15 b) of the Regulations of the National Regulatory Agency for Electronic Communications and Information Technology (Agency) approved by Decree of the Government of the Republic of Moldova no.905 of 28.07.2008 (Official Gazette of the Republic of Moldova, 2008, no.143 – 144, Art.917);

For the purpose of creating the due framework for applying Decision 2007/116/CE of the Commission of February 15, 2007 on reserving the national numbering range beginning with '116' for harmonized numbers for harmonized services of social value, published in the Official Journal of the EU (JO) no. 49 of February 17, 2007;

With the view of implementing the provisions of the National Numbering Plan (NNP), approved by Order of the Ministry of Information Technology and Communications, no.15 of 04.03.2010 (Official Gazette of the Republic of Moldova, 2010, no.78 - 80, Art.298), according to which short national numbers of 116(xxx) form are allocated for the provision of services of social value;

In order to ensure the access of end users (residents and visitors of the Republic of Moldova) to harmonized services of social value provided via short national numbers of 116(xxx) form in public electronic communications networks, the Administrative Board hereby,

#### **DECIDES:**

1. Providers of public electronic communications networks shall ensure free access, including from public payphones, for the callers from public electronic communications networks, to numbers of 116(xxx) form, for the purpose of providing harmonized services of social value, under the provisions of this Decision and Interconnection Agreements.

2. In the context of this decision, the following terms shall be defined as follows:

1) **Call to national short number of 116(xxx) form**- a call originated by a caller at a terminal point of the offering provider's network, by dialing numbers of 116(xxx) form, assigned to requesting providers;

2) **Caller** – an end user that dials a short national number of 116(xxx) form, from a terminal point, intending to get access harmonized services of social value;

3) **Requesting provider** – provider of public electronic communications networks, using, on basis of a license, a number of 116(xxx) form, in order to offer free access for callers to this number;

4) **Offering provider** – a provider of public electronic communications networks ensuring call origination from their terminal network points to a number of 116(xxx) form, assigned by the Agency and used by the requesting provider;

5) **Provider of a harmonized service of social value** – a legal or natural person registered in the Republic of Moldova, to whom number of 116(xxx) form is assigned by the provider of public electronic communications networks (license holder), on basis of a contract, by means of which the former provides a service of social value;

3. The offering provider shall ensure the transportation, up to the point of interconnection with the requesting provider and the transfer to the network of the requesting provider, of calls to numbers of 116(xxx) form, originated at terminal points of the network operated by the requesting provider according to network architecture.

4. Calls to numbers of 116(xxx) form shall be transmitted by the offering provider to the requesting provider in accordance with the routing traffic schemes prescribed in interconnection agreements.

5. Providers shall ensure the access to numbers of 116 (xxx) form for end users within the Republic of Moldova, without using the prefix „0”.

6. In the case of indirect interconnection, calls to numbers of 116 (xxx) form, of the requesting providers shall be transported through the transit provider's network.

7. The offering provider shall submit to the requesting provider's network the dialed numbers of 116 (xxx) form and the information on calling line identification.

8. Upon receiving a call to numbers of 116(xxx) form, the requesting provider shall ensure the connection with the caller and shall immediately return to the offering provider's network an „Address Complete” message via SS7 signaling system. The “Answer” SS7 message shall be transmitted only when the called party or the relevant system of the called party has answered the call. Substitution or modification of signaling system codes shall be forbidden.

9. The offering provider shall start the charging of calls to 116(xxx) numbers of the requesting provider upon receiving SS7 “Answer” message. The charging shall be stopped upon receiving the first SS7 “Release” message.

10. Where the calls to 116(xxx) numbers result in the following tones: dial tone, busy tone, nonexistent number or busy equipment, which will be transmitted to the caller, the SS7 “Answer” message shall not be transmitted and the offering provider shall not charge for the calls dialed to the 116(xxx) numbers of the requesting provider.

11. To access the numbers of 116(xxx) in public electronic communications networks, the offering provider and the requesting provider may use, under the signed interconnection agreement, another signaling protocol more advanced than SS7, provided there is compliance with the requirements of this Decision.

12. The offering provider shall not charge for the calls originated by the caller in his own network to 116(xxx) numbers, including calls from public payphones. Calls made to 116(xxx) numbers are settled by the requesting provider.

13. The offering provider shall transmit to the requesting provider the calls to 116(xxx) numbers via the nearest operational point of interconnection with the requesting operator's network, from the point where the call was originated to 116(xxx) numbers, having regard to the routing within the switching hierarchy of the offering provider.

14. The charges for call origination, applied by the offering provider for calls to 116(xxx) numbers shall depend on the call routing via the offering provider's network and shall be made publicly available in the Reference Interconnection Offer, as necessary, and set in the interconnection agreements signed between providers.

15. The requesting provider shall pay to the offering provider, for call origination services, the call origination price, equal to the price for call termination in the network of the provider who originated the call to a 116(xxx) number, having regard to the type of call. In case of indirect interconnection the requesting provider shall pay to the transit provider price charged for transit. The call shall be charged per second.

16. The requesting provider shall pay to the offering provider for origination of calls to 116(xxx) numbers the price, as established in the interconnection agreement, within the prescribed timeframe.

17. 17. All calls to national short numbers 116 (xxx) shall be originated, routed and terminated at national level.

18. Where the offering or requesting providers suspect overuse of access to 116(xxx) numbers (increased traffic) or the use of these numbers for fraudulent activities, they shall cooperate in investigating the matter and taking, by mutual consent, due steps to solve the situation.

19. The providers shall use the 116(xxx) numbers in compliance with the National Numbering Plan (NNP), general license conditions for the use of numbering resources, special license conditions for the use of national short numbers 116(xxx), other regulations issued in this respect.

20. Providers shall amend the existing interconnection agreements and/or proposed interconnection agreements, taking into account the provisions of this Decision within 45 days after receipt of such request from the requesting provider or offering provider.

21. If the deadline indicated in section 20 is not met, the provider delaying the amendments to the signed/proposed interconnection agreements shall be punished in accordance with the legislation in force.

22. The Decision herein shall become effective on 01.02.2012.

**Chairman of the Administrative Board**

**Sergiu SITNIC**

**Administrative Board Members**

**Ion POCHIN**

**Iurie URSU**