



**National Regulatory Agency for Electronic
Communications and Information Technology**

**REPORT
on ANRCETI
ACTIVITY
for 2015**

<i>Foreword by ANRCETI Director</i>	3		
1 Development of electronic communications regulations	4	3 Monitoring compliance with regulatory acts	13
1.1 Analysis of relevant markets	4	3.1 Fulfillment of special ex-ante obligations imposed on providers with SMP (SMP)	14
1.1.1 <i>Market for access to the public telephone network at a fixed location for residential and non-residential customers</i>	4	3.2 Use of numbering resources	14
1.1.2 <i>Market for call termination on individual public telephone networks provided at a fixed location and market for voice call termination on individual mobile networks</i>	4	3.3 Measuring and publication of service quality parameters	15
1.1.3 <i>Market for wholesale network infrastructure access at a fixed location and market for wholesale broadband access</i>	5	3.4 Streamlining the statistical data reporting process	16
1.1.4 <i>Market for wholesale terminating segments and trunk segments of leased lines, irrespective of the technology used to provide leased or dedicated capacity</i>	5		
1.2 General regulation of the use of numbering resources	5	4 General authorization and licensing	16
1.3 General regulation of the use of spectrum for the provision of public electronic communications networks and services	6	4.1 General authorization of electronic communications network and service providers	16
1.4 Special regulation of the use of radio frequencies for terrestrial cell mobile electronic communications networks and services	7	4.1.1 <i>General authorization of activity in border area</i>	17
1.5 Special regulation of the use of radio frequencies for digital terrestrial television systems	7	4.2 Issuance of licenses for information technology activity	17
1.6 Regulation of the use of radio communications stations for radio amateur services	8		
1.7 Other regulations	8	5 Monitoring and control	18
1.7.1 <i>Revision of the Procedure for Transfer of Licenses for the use of limited resources in the provision of public electronic communications networks and services</i>	8	5.1 Monitoring the application of normative and regulatory acts by providers	18
1.7.2 <i>Updating the quality parameters for public electronic communications services</i>	8	5.2 Control of compliance with electronic communications legislation	18
1.7.3 <i>Modification and completion of statistical reporting forms</i>	9	5.3 Analysis of contraventions	21
2 Management of limited resources	9	6 Dispute resolution	22
2.1 Auction for 3400 – 3600 MHz spectrum licenses for the provision of public electronic communications broadband networks and services	9	6.1 Disputes between providers	22
2.2 Auction for 800, e900, 2100, 2600 and 3400-3800 MHz licenses for the provision of electronic communications cell mobile networks and services	10		
2.3 Issuance of licenses for the use of spectrum	10	7 Consumer protection	23
2.4 Issuance of licenses for the use of numbering resources	11	7.1 Observance of consumer's rights by providers	23
2.5 Issuance of technical permits for radio communications stations	13	7.2 Informing and raising consumers' awareness	23
		7.3 Telephone number portability	24
		7.4 Requests and complaints	25
		8 Communication	27
		8.1 Public consultation in ANRCETI's decision-making process	27
		8.2 Role of ANRCETI official website in the communication with the public	28
		8.3 Communication with mass media	29
		9 International relations	29
		9.1 Partnerships and projects	29
		9.1.1 <i>Activity in EaPeReg network</i>	30
		9.1.2 <i>Bilateral agreement</i>	30
		9.1.3 <i>TAIEX technical assistance projects</i>	31
		9.2 Participation in European and international forums	31
		10 Human resources	31
		10.1 Management of human resources	31
		10.2 Professional training of ANRCETI staff	32



Dear readers,

2015 - the year when ANRCETI turned fifteen, was active and productive for its team. During this year, ANRCETI continued to promote efficient regulatory measures, meant to encourage competition and enhance efficient investments into electronic communications infrastructure, for the benefit of the consumers.

From the range of actions taken by ANRCETI in 2015, I would like to underline two – the most important in terms of the impact on the electronic communications market. The first refers to the organization in September – November 2015, for the first time, of an open auction, by applying the competitive selection procedure, for granting 800, 900, 2100, 2600 and 3400 – 3800 MHz spectrum licenses for provision of terrestrial cell mobile electronic communications networks and services. Though only one provider (Orange Moldova) participated in the auction, it was designated as winner was awarded two licenses for the use of spectrum in 800 and 900 MHz, as requested by the provider.

For these licenses, Orange Moldova paid to the state budget the MDL equivalent of 11 million 905,2 thousand euro (252 million 203,8 thousand lei), an amount which represents the cumulative value of the license fees, as set by Government Decision. Once obtaining the requested spectrum, Orange Moldova secured the capacity increase of its mobile network, the extension of broadband coverage, improvement of service quality, as well as the possibility to use this spectrum under technological neutrality conditions. Another notable result of this auction lies in the fact that ANRCETI gained the appropriate experience for holding such auctions, which will be explored for next auctions to come.

An important exercise performed by ANRCETI in 2015 was the adoption of the documents necessary for issuing 470 – 694 MHz spectrum licenses for the operation of terrestrial digital television multiplexes (multiplexes A and B) and delivering these licenses to State Enterprise Radio Communications. The license for the opera-

tion of multiplex A was issued in June 2015 and the license for the operation of multiplex B – in December 2015, thus the favorable environment for the digital switchover being ensured. Both licenses, valid for 5 years, were delivered to State Enterprise Radio Communications, directly, free of charge, according to the procedure as provided in the Program for Transition from analogue terrestrial to digital TV, approved by Government Decision.

According to the ANRCETI Administrative Board, 2015 was a significant timeframe in terms of regulations development. ANRCETI completed the third cycle of relevant market analysis, for the purpose of designating SMP providers and reviewing of preventive regulatory measures, previously imposed on these providers. By its decisions, ANRCETI enforced the measures aimed to remedy the competition issues identified during this cycle of market analysis.

Looking back upon 2015 as a whole, I can mention that it was a year with a series of notable achievements, while at the same time a time in which the foundation was laid for a number of projects to be carried out in the nearest future. I mean the activities ANRCETI planned for 2016: adoption of regulatory documents for the implementation of 112, organization of the auction for 470 – 694 MHz spectrum to be used for the operation of national digital television multiplex C and multiplexes of regional/zonal coverage, organization of a repeated auction for spectrum available in 900, 2100, 2600 and 3400 – 3800 MHz bands, for the provision of terrestrial cell mobile electronic communications networks and services.

In 2016 we expect a new serious challenge: the implementation of the Law on Access to Properties and Shared Use of Infrastructure Associated with Public Electronic Communications Networks and Law on Postal Communications, which were adopted in the spring parliamentary session. Both Laws prescribe new responsibilities for ANRCETI team, requiring its dedicated involvement and effort.

Judging by the fact that the 15 years of ANRCETI activity provided its staff with significant experience in overcoming many complex situations and problematic issues, I am confident that the regulator will successfully address all challenges and duly fulfill the tasks scheduled for 2016.

To know more about ANRCETI's team concerns and its achievements in 2015, I invite you to read this Report, which describes in detail the main activities fulfilled in 2015.

Grigore VARANIȚA,
ANRCETI Director

1 Development of electronic communications regulations

In 2015 ANRCETI based its market regulatory activity on three main objectives: ensuring the necessary conditions for the development of a sustainable competition, enhancing investments for the development of the ICT sector and consumer protection.

To meet the three objectives, ANRCETI fulfilled the following tasks:

- » Continued cycle three of market analysis of the markets defined by ANRCETI Administrative Board Decision no. 85 of 28.04.2009;
- » Monitored the fulfillment of special ex-ante obligations, previously imposed on providers SMP.

1.1 Analysis of relevant markets

In 2010 – 2011, ANRCETI performed the first cycle of electronic communications market analysis for their ex-ante regulation. As a result, ANRCETI designated the providers with SMP on all the nine markets identified as susceptible to ex-ante regulation (one retail and eight wholesale markets) and imposed, pursuant to the Law on Electronic Communications no. 241-XVI of 15.11.2007 (hereinafter - Law no.241/2007), a number of ex-ante obligations.

In 2013, ANRCETI performed the second cycle of market analysis, while in 2014 – the third cycle. In this period, ANRCETI analyzed the market for call origination on the public telephone network provided at a fixed location (Market 2) and the market for transit services in the fixed public telephone network (Market 9) and started the analysis of the markets for call termination on individual public telephone networks provided at a fixed location (Market 3) and in individual mobile networks (Market 7).

In 2015, ANRCETI continued cycle three of market analysis for other markets, for the purpose of finding whether they were effectively competitive and reviewing the previously applied ex-ante regulatory remedies for providers designated as having SMP.

Thus, last year, the market analysis process was completed for the following seven relevant markets:

- » Market for access to the public telephone network at a fixed location for residential and non-residential customers (Market 1);
- » Market for call termination on individual public telephone networks provided at a fixed location (Market 3);
- » Market for wholesale network infrastructure access at a fixed location (Market 4);
- » Market for wholesale broadband access (Market 5);
- » Market for wholesale terminating segments of leased lines, irrespective of the technology used to provide leased or dedicated capacity (Market 6);
- » Market for voice call termination on individual mobile networks (Market 7);
- » Market for wholesale trunk segments of leased lines, regardless of the technology used to provide leased or dedicated capacity (Market 8).

1.1.1 Market for access to the public telephone network at a fixed location for residential and non-residential customers

This market (Market 1) includes the services of access to fixed telephone network provided to end-users. Having analyzed this market, ANRCETI concluded that the market definition does not differ from those established in the first and the second cycles of market analysis in terms of its limits. The geographical limits have been defined as national territory, while the three-criterion test showed that this market is still susceptible to ex-ante regulation.

The detailed analysis of Market 1, reviewing number of criteria deemed appropriate by ANRCETI, showed that Moldtelecom still remains an SMP provider on this market. As a result, ANRCETI designated Moldtelecom as SMP provider on Market 1 and decided to maintain, with minor changes, the ex-ante obligations imposed on this provider by ANRCETI Administrative Board Decision no. 12 of 25.05.2012.

1.1.2 Market for call termination on individual public telephone networks provided at a fixed location and market for voice call termination on individual mobile networks

These markets include wholesale services of voice call termination in individual fixed and mobile networks, which are provided among providers. As a result of analysis of Market 3

and Market 7, ANRCETI concluded that the definition of the product market, in both cases, does not differ from the one set during the previous market analysis cycles. The geographical limits have been defined as national territory, while the three-criteria test showed that these markets are still susceptible to ex-ante regulation.

The detailed analysis of Markets 3 and 7, which reviewed a number of criteria deemed appropriate by ANRCETI, showed that:

All providers on the market for call termination on individual public telephone networks at a fixed location have SMP, with the difference that Moldtelecom's power of influence on the retail market is substantially higher than the other providers';

- » All providers on the market for voice call termination in individual mobile networks have SMP, while the power of influence on retail market is different with different providers.
- » As a result of market analysis, ANRCETI designated all fixed telephony providers as having SMP on Market 3 (23 providers), and all the three mobile telephony providers as having SMP on Market 7. As well, ANRCETI decided to maintain, with some minor modifications, the special ex-ante obligations imposed on fixed telephone and mobile providers during the first two cycles of market analysis, by ANRCETI Administrative Board Decisions no. 60 – 79 of 23.12.2010 and 35 – 42 of 22.08.2013, and impose special ex-ante obligations to the new providers (4 providers) designated as SMP on Market 3.

1.1.3 Market for wholesale network infrastructure access at a fixed location and market for wholesale broadband access

These two markets comprise wholesale access to fixed network infrastructure, which is necessary for the provision of fixed broadband Internet access. While analyzing the market for wholesale network infrastructure access at a fixed location (Market 4) and the market for wholesale broadband access (Market 5), ANRCETI established that the definition of product market, in both cases, does not differ from the ones established in the previous market analysis cycles. The geographic limits of both markets have been defined as national territory, while the three-criteria test showed that these markets are still susceptible to ex-ante regulation.

Detailed analysis of markets 4 and 5 showed that Moldtelecom still remains an SMP provider on both markets. As a result, ANRCETI designated Moldtelecom as an SMP provider on Market 4 and decided to maintain the special ex-ante obligations previously imposed on this provider by *ANRCETI Administrative Board Decision no. 56 of 26.09.2013*. A similar decision was taken with reference to Market 5. Thus, Moldtelecom was designated as SMP provider on Market 5 and ANRCETI maintained the special ex-ante obligations previously imposed on this provider by *ANRCETI Administrative Board Decision no. 06 of 28.03.2011*.

1.1.4 Market for wholesale terminating segments and trunk segments of leased lines, irrespective of the technology used to provide leased or dedicated capacity

These markets include wholesale provision of transmission capacities for broadband services, offered among providers, where appropriate infrastructure is missing. As a result of the analysis of these markets market, ANRCETI conclusions as to the definitions of the market for wholesale terminating segments of leased lines (Market 6) and market for wholesale market for trunk segments of leased lines (Market 8) correspond to the previously made ones. The geographic boundaries of both markets have been defined as national territory, while the three-criterion test showed that these markets are susceptible to ex-ante regulation.

Detailed analysis of markets 6 and 8, which reviewed number of criteria deemed appropriate by ANRCETI, showed that Moldtelecom still remains an SMP provider on both markets. As a result, ANRCETI designated Moldtelecom as an SMP provider on both markets and decided to maintain the special ex-ante obligations previously imposed on this provider by *ANRCETI Administrative Board Decisions no. 35 and no. 36 din 20.12.2011*.

1.2 General regulation of the use of numbering resources

In the reporting year, ANRCETI continued to improve the regulatory documents for the use and management of numbering resources and codes from the National Numbering Plan (NNP) and bring them in line with the current requirements of the electronic communications market.

In this regard, ANRCETI Administrative Board, by *Decision no.2 din 5.02.2015* amended the

General License Conditions for the use of numbering resources in electronic communications network and service provision (hereinafter – General License Conditions).

This regulatory act was amended in order to adjust it to the recent modifications of the NNP, Regulation on General Authorization Regime and License Issuance for the Use of Numbering Resources, Regulation on Number Portability, with subsequent modifications.

The general concept of the General license Conditions was not essentially modified. The document was amended with a number of general provisions on the use of numbering resources and some conditions required by the current situation, such as: prohibiting transmission/assignment of NNP numbering resources assigned through the license and/or their continuous use outside the territory of Moldova in any form: by means of SIM, USIM, R-UIM cards, M2M, DID communications – as virtual numbers, etc.; the obligation of all holders of numbering resources to sign a General Agreement with the centralized data base (CDB) administrator, for the organization, operation, administration and maintenance of the CDB, at least 10 days before the date the numbers, assigned through the license are activated; to inform the subscribers/users (by including in the contract and/or conditions for the provision and use of public electronic communications services) about the prohibition to modify the format or destination of the numbering resources, used for the access to contracted public electronic communications services.

In order to adjust the Procedure of Numbering Resource Management to current telephony market requirements and minimize the eventual vulnerabilities in the process of numbering resource administration, ANRCETI Administrative Board by *Decision no. 6 din 19.05.2015* approved some amendments to this document. The approved amendments aim at defining the new terms, used in the numbering resource administration, as well as issues related to the procedure of allocation and withdrawal of numbering resources. Thus, the numbering resources from the NNP will be allocated to providers whenever ANRCETI will receive a justified request to this effect, however tak-

ing into account the nature of the provided service, efficiency of previous use of numbering resources, as well and the need to meet the demands of numbering resources in the long term, in accordance with the laws and regulations in force.

The new *Administrative Board Decision* requires that providers notify ANRCETI, within maximum 15 days, about the activation of numbering resources allocated through the license. On the other hand, where providers fail to activate at least one of the allocated numbering resource within one year, the license becomes invalid.

The modifications in the regulatory act above also provide that it is not permitted, under any circumstances, to allocate/transmit and/or continuously use them outside the territory of Moldova.

1.3 General regulation of the use of spectrum for the provision of public electronic communications networks and services

In 2015, ANRCETI Administrative Board by *Decision no. 16 of 15.06.2015* reviewed the General License Conditions for the use of spectrum in the provision of public electronic communications networks and services (hereinafter – General License Conditions), approved by *Decision no.52 of 25.12.2008*.

This revision was necessary due to the amendments to *Law no.241/2007*, Regulation on General Authorization Regime and License Issuance for the Use of Limited Resources, approved, approved by *ANRCETI Administrative Board Decision no.57 of 21.12.2010*, as well as the Program for Radio Frequency Spectrum Management for 2013-2020, approved by Government Decision no.116 of 11.02.2013

The modifications to the General License Conditions provide for the regulation of the import, deployment and use of electronic communications equipment, for the licenses becoming invalid, where the assigned channels or frequency are not used for a continuous 12-month timeframe. Other new provisions contained in the above mentioned legal acts also aim to adjust the general regulation to the provisions of legal acts.

1.4 Special regulation of the use of radio frequencies for terrestrial cell mobile electronic communications networks and services

ANRCETI developed the necessary set of documents for the auction of 16 licenses for the use of 800, 900, 2100, 2600 MHz and 3400 – 3800 MHz spectrum, intended for the provision of terrestrial cell mobile electronic communications networks and services.

On 17.09.2015 ANRCETI Administrative Board approved the decisions to limit the number of licenses, which can be granted for the above-mentioned spectrum: to two licenses for e900 MHz band; two licenses – for frequencies available in the 2100 MHz band; three licenses – for 2600 MHz band and eight licenses – for 3400 – 3800 MHz bands.

By the same decisions, ANRCETI Administrative Board approved the sample special License Conditions for the use of e900 MHz spectrum, 2100 MHz spectrum, the modifications to license conditions for the use of spectrum in the provision 3G mobile services, the modifications of special License Conditions for the use of 2500-2690 MHz spectrum in the provision of broadband radio access mobile services, the modification of sample special License Conditions for the use of 3400 – 3800 MHz spectrum. These documents provide for the license holder's rights and obligations.

In this period of time, ANRCETI Administrative Board approved, by *Decision no.59 of 17.09.2015* the Special Auction Procedure for multiple licenses for spectrum used in the provision of public electronic communications cell mobile networks and services. The Procedure provides for a new auction format – *combinatorial clock auction* – a format largely used by many regulators to auction several lots of frequencies. By another *Decision - no.60 din 17.09.2015*, the Board also approved the Terms of Reference for 800, e900, 2100, 2600 and 3400-3800 MHz spectrum licenses. These documents contain the requirements for the auction application and bids, eligibility and bidders' qualifications evaluation criteria. As well, on 21.09.2015, ANRCETI Administrative Board approved the Decision on Creating the Auction Commission for 800, e900, 2100, 2600 and 3400-3800 MHz licenses and the Decision on the contents of the Auction Announcement.

The development of the mentioned documents was aimed at ensuring the implementation of the Program for Radio Frequency Spectrum Management for 2013 – 2020, approved by Government Decision no.116 of 11.02.2013, with subsequent amendments. This provides for the auctioning of available spectrum resources in 800, e900, 2100, 2600 and 3400 – 3800 MHz bands by ANRCETI in 2015.

1.5 Special regulation of the use of radio frequencies for digital terrestrial television systems

According to the Regional Agreement on planning digital terrestrial broadcasting service in Region 1 and the Islamic Republic of Iran, in 174-230 MHz and 470-862 MHz frequency bands (GE-06 Agreement), signed in Geneva during the Regional Radio Communications Conference in 2006 and ratified by Law no.69-XVI of 27.03.2008, the date June 17, 2015 is the deadline when digital broadcasting should be fully implemented. This means that analogue terrestrial channels will not qualify for protection in case of disturbances caused by digital TV channels, whereas in case of disturbances caused to digital television, analogue emissions shall be reduced or stopped. That responsibility was assumed by 104 countries, including Moldova.

Based on the Agreement mentioned above, and pursuing the implementation of the Program for transition from analogue terrestrial television to digital TV, approved by Government Decision no. 240 of 08.05. 2015, ANRCETI, Administrative Board approved, by *Decisions no.17 and 18 of 15.06.2015*, the special License Conditions for the use of [470-694 MHz] spectrum in the provision of public electronic communications networks and services in the terrestrial digital television system, for two national digital multiplexes A and B.

The special License Conditions mainly contain the rights, obligations and requirements to be observed by license holders in the provision of public electronic communications networks and services in terrestrial digital television systems. Thus, the holder of licenses for national multiplexes A and B are required to launch multiplex A in 2015, while multiplex B – in 2016 and ensure an efficient radio coverage for the surface of this particular digital allocation. Every national multiplex contain

an allocation for 6 zones of the Republic of Moldova, according to GE-06 Agreement.

1.6 Regulation of the use of radio communications stations for radio amateur services

Having regard to the recommendations of the European Post and Communications Conference (CEPT) - CEPTT/R 61-01 "Radio Amateur License" of 1985, with subsequent modifications (last edition of 05.01.2015) and CEPT ECC (05) 06 "Novice Radio Amateur License" of 05.10.2005, with subsequent modifications (last edition of 05.01.2015), the provisions of the Regulations on Radio Communications for amateur services in the Republic of Moldova, approved by Order of the Ministry of Information Technology and Communication no. 29 of 29.03.2013, ANRCETI Administrative Board by Decision no.11 of 5.06.2015 set the conditions for the use of radio amateur stations by individuals from the Republic of Moldova for the amateur services outside the borders of the Republic of Moldova and approved the standard forms for CEPT and CEPT Novice technical permits.

According to that Decision, the radio amateur activity performed by individuals from the Republic of Moldova by means of emission-reception stations outside the borders of the Republic of Moldova is allowed under CEPT technical permit, issued for this purpose by ANRCETI.

The CEPT or CEPT Novice technical permit is granted to anyone holding a radio amateur certificate, issued in the Republic of Moldova or anyone residing in the Republic of Moldova, holding a radio amateur certificate, issued abroad and recognized by CEPT, on basis of an application in this sense, addressed to ANRCETI.

The technical permits provide their holders with the right to use, for a short period of time, their personal amateur stations in CEPT countries (in 2015, 42 member states). Using the amateur radio station, the technical permit holder is obliged to comply with international regulations and standards, as well as recommendations and regulations in force in the visited country.

1.7 Other regulations

1.7.1 Revision of the Procedure for Transfer of Licenses for the use of limited resources in the provision of public electronic communications networks and services

In the reporting year, ANRCETI Administrative Board amended the Procedure for Transfer of Licenses, by Decision no. 46 of 10.09.2015, in order to bring it in line with the provisions of normative acts in force. Thus, having regard to the fact that Law no. 241/2007 was amended and the amendments also address to the issue of admitting no spectrum hoarding, the Procedure for Transfer of Licenses was modified so as to admit no transfer of spectrum resources, where the transfer may lead to spectrum hoarding.

Taking into account the fact that in the timeframe 2014 - 2015 ANRCETI issued a number of spectrum licenses, which include special provisions for license transfer, the Procedure for Transfer of License was complemented with requirements for compliance with the provisions of the standard special license conditions, as far as license transfer is concerned. In order to ensure a higher level of clarity and precision of the transfer procedure provisions, the manner of numbering resources transfer was reformulated in this act, based on the amendments to the Procedure for Numbering Resources Management by ANRCETI Administrative Board Decision no.68 of 12.11.2015.

1.7.2 Updating the quality parameters for public electronic communications services

By Decision no. 68 of 12.11. 2015, ANRCETI Administrative Board amended Decision no. 278 of 17.11.2009 on establishing quality parameters for public electronic communications services. Thus, the Board reduced the number of quality parameters to be measured by providers and published, as well as the number of types of services, for which these parameters are required to be measured.

Taking into consideration the tendencies of electronic communications market development, in particular the technological convergence, ANRCETI decided to merge the indicators for fixed telephony and IP protocol-based services and to withdraw the obligations to measure quality parameters for ISDN services and for leased line services. As a result, the number of services requiring measurement of quality parameters was reduced to four: fixed telephony, Internet access, mobile telephony and television service.

The reason for withdrawing the requirement for measuring/publishing quality parameters for the aforementioned services was that fact that the use of ISDN is insignificant and steadily decreasing, while the leased line services are intended for electronic communications providers and large companies, which possess a high degree of competence and establish quality parameters in their service provision contracts.

After merging the fixed telephony indicators with those for IP-based services, fixed telephony providers will measure and publish only 10 quality parameters, six of which are administrative and four exclusively refer to VoIP technology.

1.7.3 Modification and completion of statistical reporting forms

By Decision no. 75 of 29.12.2015, ANRCETI Administrative Board modified all annexes to Board Decision no. 33 of 17.11.2011 on approving the statistical reporting forms for providers of public electronic communications networks and/or services: Annex no.1 „Networks and Services”, Annex no. 2 “CE-2. Fixed networks and services”, Annex no. 3 “CE-3. Mobile networks and services”, Annex no. 4 “CE-4. Broadcasting networks and services”, Annex no. 5 „CE-5. Geographic break-down of services” and Annex no. 6 – “Instructions for statistical report forms”.

The need to adopt this decision was caused by recent developments on the electronic communications market, appearance of new services and technologies and the need to update and improve the information collected by ANRCETI.

The first four statistical forms (CE-1, CE-2, CE-3, CE-4) included a set of new indicators, some indicators were formulated in new versions, some - excluded as irrelevant. As for the new indicators, they are: coverage rates of mobile communication networks for urban and rural areas; number of mobile subscribers (subscription and prepaid); revenues from mobile Internet access services (including mobile broadband), depending on the network used; M2M service revenues; the number of subscribers to 3G and 4G services, and the number of subscribers to digital television (DVB-C), etc.

The most significant modifications were made to standard form „CE-5. Geographic break-down of services”. It was complemented with a new section „Mobile Networks”, which requires measurement of indicators for the degree of territorial and population coverage by mobile telephone networks, depending on technologies (2G, 3G and 4G), according to the Classifier of administrative-territorial units of Moldova. Also, the CE-5 form was adjusted to the requirements of the mentioned Classifier. All the modifications and additions made in the six forms are reflected in the Instructions on Statistical Report Forms for electronic communications providers.

2 Management of limited resources

Addressing the issue of limited resources management (spectrum and numbering resources), in 2015 ANRCETI put particular emphasis on the efficient use of those resources, to ensure the development of public electronic communications networks and services, especially broadband services, on the implementation of technological neutrality regime for spectrum use. These measures were aimed at implementing the objectives set in the Program for Radio Frequency Spectrum Management for 2013-2020, approved by Government Decision no.116 of 11.02.2013.

2.1 Auction for 3400 – 3600 MHz spectrum licenses for the provision of public electronic communications broadband networks and services

Pursuant to the Program for Radio Frequency Spectrum Management for 2013-2020, in the timeframe January 19 – March 13, ANRCETI repeatedly auctioned four licenses for the use of 3400-3600 MHz spectrum for public electronic communications broadband networks and services.

The licenses for the use of four sub-bands (3400-3600 MHz (3400 - 3450 MHz, 3450 -3500 MHz, 3500 - 3550 MHz and 3550- 3600 MHz) of 50 MHz simplex each, were planned to be issued by ANRCETI for 15 years.

Since none of the auctioned licenses was claimed, the Auction Commission rendered the auction results null and void.

2.2 Auction for 800, e900, 2100, 2600 and 3400-3800 MHz licenses for the provision of electronic communications cell mobile networks and services

On September 25, 2015, ANRCETI announced an open auction, based on competitive selection procedure, for the issuance of licenses for 800, e900, 2100, 2600 and 3400-3800 MHz, to be used in the provision of public electronic communications terrestrial cell mobile networks and services. The auction invited bidders from the Republic of Moldova or abroad that met the eligibility criteria, as prescribed by the auction documents.

The auction invited bids for 16 licenses for spectrum in the following sub-bands:

- » one license in 800 MHz band for 801-811/842-852 MHz sub-bands (FDD regime – 2x10 MHz);
- » two licenses in 900 MHz band: one for 880-885/925-930 MHz sub-bands and one for 885-890/930-935 MHz sub-bands (both in FDD regime, 2x5 MHz). This band was called e900 during the auction;
- » two licenses in 2100 MHz: one for 1909,9-1914,9MHz sub-band (TDD regime, 5MHz) jointly with 1964,9-1979,7/2154,9-2169,7 (FDD regime, 2x14,8 MHz) and another – for 2010-2025 MHz sub-band (15 MHz, TDD regime);
- » three licenses in 2600 MHz band: one for 2500-2520/2620-2640 MHz sub-bands (FDD regime, 2x20 MHz), one for 2560-2570/2680-2690 MHz sub-bands (FDD regime, 2x10 MHz) and one for 2575-2615 MHz sub-band (TDD regime, 40 MHz);
- » eight licenses in 3400-3800 MHz band (for TDD or FDD regimes, 50 MHz bandwidth each).

As a result, the Auction Commission nominated the winner - company Orange Moldova, which obtained two spectrum licenses: one – for a 20 MHz sub-band (2x10 MHz, FDD regime) in 800 MHz band and two – for a 10 MHz sub-band (2x5 MHz, FDD regime) in 900 MHz band. Both licenses are valid through November 5, 2029.

Further details about this auction, as well as the relevant documents are available on ANRCETI official website.

2.3 Issuance of licenses for the use of spectrum

During 2015 ANRCETI issued 48 licenses for the use of spectrum in the provision of public electronic communications networks and services and updated 8 previously issued licenses, for extending service areas. ANRCETI accepted, upon request, the transfer of a spectrum license and the waiver of two other spectrum licenses.

Compared with 2014, the number of spectrum licenses increased by 92%, mainly due to renewal of 27 for the use of UHF frequencies (470 – 694 MHz) for terrestrial analog television, which were expiring on June 17, 2015, the deadline for the analog-to-digital transition. Upon the request of the analog television providers, holders of the technical licenses, ANRCETI issued new ones in order to ensure continuity of services. (analog terrestrial TV), on condition that this activity would not produce interference for digital signal at home and in the neighboring countries.

ANRCETI also issued 17 licenses for the terrestrial broadcasting of audio-visual programs (for FM use), two licenses for the use of spectrum in 800 and 900 MHz bands in the provision of mobile services and two licenses for the use of spectrum in 470 – 694 MHz bands for the operation of the first two national terrestrial digital multiplexes (multiplexes A and B).

The two licenses for 800 and 900 MHz bands were issued in December 2015 to company Orange Moldova, nominated as winner of the auction for 800, e900, 2100, 2600 and 3400 – 3800 MHz spectrum licenses (held by ANRCETI on September 25 – November 23, 2015). Company Orange Moldova paid to the state budget the MDL equivalent of 11 million 905,2 thousand euro (252 million 203,8 thousand lei), a sum representing the cumulated value of license fees, as established by the Government.

It should be noted that the afore-mentioned licenses were granted under technological neutrality regime, which means that the license holders has the freedom of choice in terms of technologies for terrestrial mobile networks, without a permissive administrative decision in this sense.

The other two licenses – for the use of spectrum in 470 – 694 MHz bands for the operation of national multiplexes A and B – were issued to State Enterprise Radio Communications directly, free of charge, according to the procedure provided by the Program for transition from analogue terrestrial television to digital TV, approved by Government Decision no. 240 of 08.05.2015. The license for the operation of multiplex A was issued in June 2015 and the license for the operation of multiplex B – in December 2015, thus the fa-

vorable environment for the digital switch-over being ensured. Both licenses are valid for 5 years and provide for the right of the holder to use a specified range of frequencies (terrestrial TV channels) in 470-694 MHz band for the provision of electronic communications networks and services in the terrestrial digital television system of national coverage – national multiplexes A and B. The licenses for the use of 470-694 MHz spectrum for terrestrial digital television require that DVB-T2 network technology, while the compression of video signals - MPEG-4. These requirements were set in the Program mentioned above and are aimed at ensuring efficient use of this spectrum.

As per the state of things on 31.12.2015, the total number of spectrum licenses issued by ANRCETI by that date was 173.

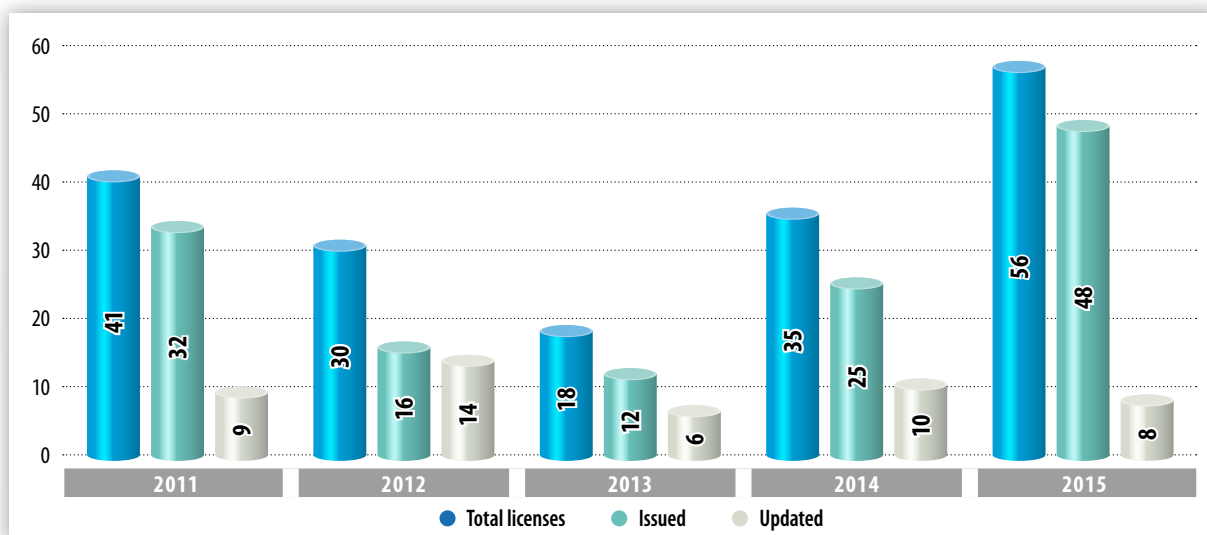


Chart 1 Number of licenses for the use of spectrum, issued by ANRCETI in 2011-2015

Source: ANRCETI

2.4 Issuance of licenses for the use of numbering resources

In 2015, ANRCETI issued 39 licenses for the use of numbering resources for the provision of public electronic communications networks and services. Based on these licenses, 433,9 thousand numbers were allocated to providers, 390 thousand (89,88%) of which intended for mobile telephone networks and services, 38,8 thousand (8,94%) – for fixed telephony services, 5,1 thousand (1,17%) – numbers independent of location and 25 (0,01%) – other categories.

Compared to 2014, the number of requests for numbering resources in 2015 dropped by 35%. The smaller demand was mainly due to

the tendency of market saturation and implementation of number portability in the Republic of Moldova.

In 2015, at providers' requests ANRCETI withdraw 35 254 numbers, of which 31 100 (88,21%) are fixed telephone numbers; 2 140 (6,07%) – Premium Rate numbers; 2 000 (5,67%) – numbers independent of location and 14 (0,05%) – short national numbers.

According to ANRCETI data, before 31.12.2015, the amount of 7 944 755 numbers were allocated to providers, the highest share being numbers for mobile services - 77,41% (or 6 150 000 numbers). The share of fixed telephone numbers is was 21,42% (or 1

701 910 numbers), whereas the other types of numbering resources have a joint share of 1,17% (or 92 845 numbers).

The data on the quantity of numbering resources that ANRCETI allocated to providers in the recent five years are represented in the chart below.

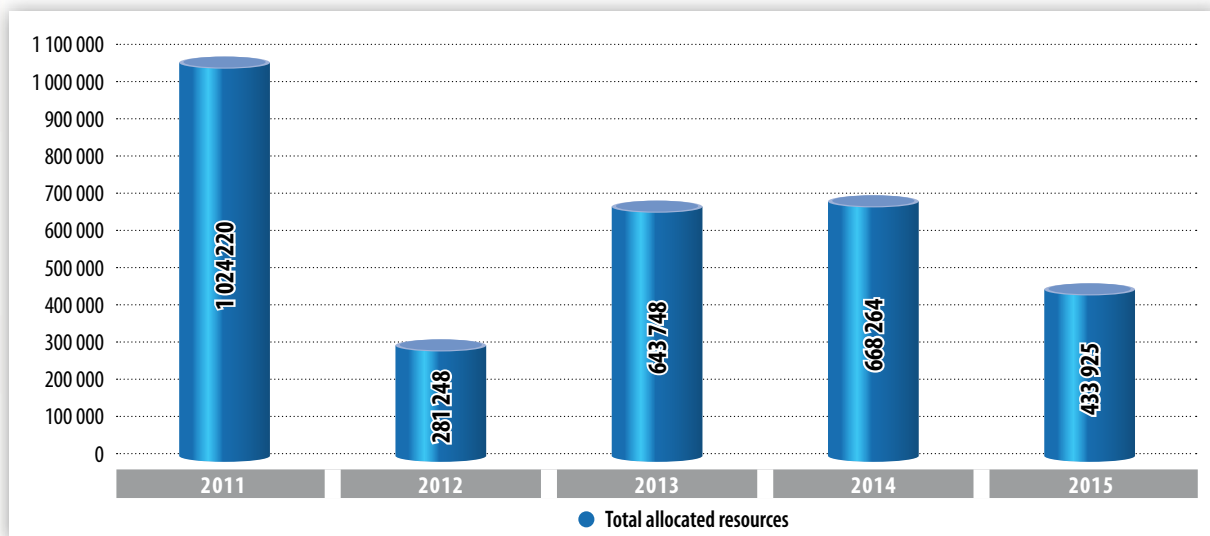


Chart 2 Numbering resources allocated by ANRCETI in 2011-2015

Source: ANRCETI

In 2015, from the total of 390 thousand numbers for mobile services, 290 thousand (74,36%) were allocated to Moldcell and 100 thousand (25,34%) – to Orange Moldova. From the 38,8 thousand numbers for fixed telephony services, 10 000 (25,77%) were allocated to company PROSENIX-CON, 10 000 (25,77%) – to company CLICK-COM, 5 000

(12,89%) – to company Arax-Impex, 300 numbers (0,77%) – to Moldtelecom and 13 500 numbers (34,79%) – to other providers. The Chart below specifies the annual quantities of numbering resources allocated by ANRCETI in the recent five years, for electronic communications networks and services, provided at fixed and mobile locations.

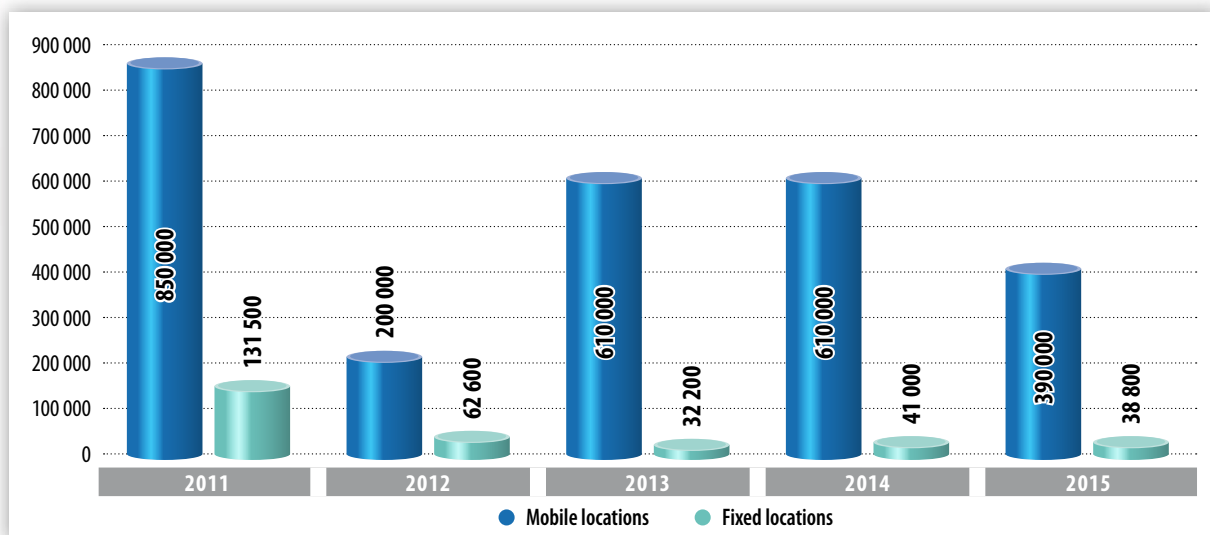


Chart 3 Numbering resources allocated by ANRCETI for electronic communications networks and services, provided at fixed and mobile locations, in 2011-2015

Source: ANRCETI

In 2015, ANRCETI also allocated 5 100 numbers independent of location and 10 numbers for Freephone services, 13 numbers 13 short national numbers and five signaling point codes. No Premium Rate numbers were requested.

The Chart below shows the numbering resources allocated by ANRCETI in the last five years for the provision of the services mentioned above.

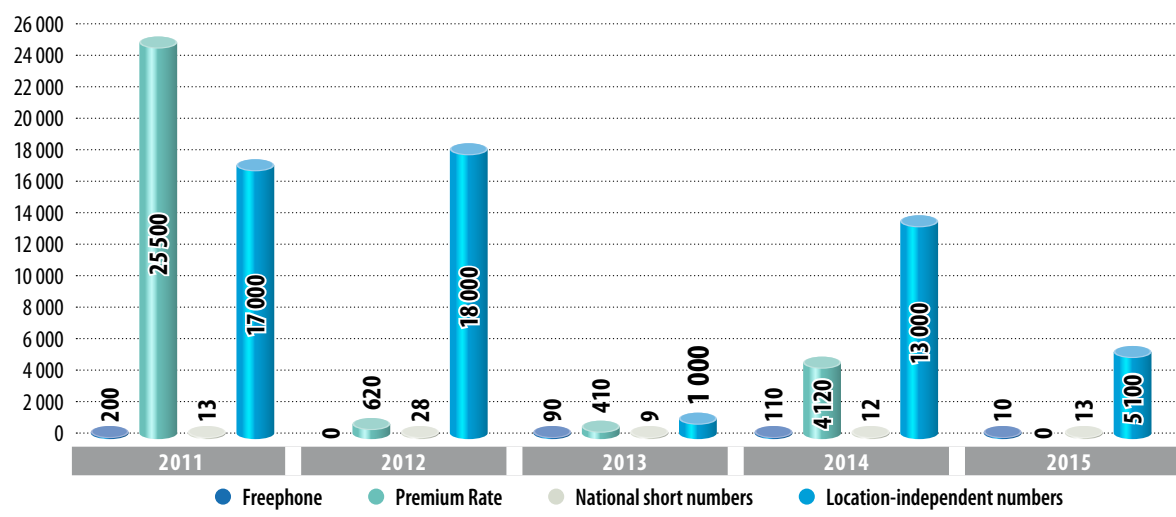


Chart 4 Numbering resources allocated by ANRCETI in 2011 – 2015, by destination

Source: ANRCETI

2.5 Issuance of technical permits for radio communications stations

In 2015, ANRCETI issued 307 technical permits for terrestrial radio communications stations, of which 106 – for mobile terrestrial radio communications stations, 165 – for radio stations used by radio amateurs, 33 – for stationary radio communications services, 2 – CEPT and 1 CEPT Novice.

As per 31.12.2015, the total number of active technical permits reached 1 311, of which: 956 – for mobile stations, 213 – for radio amateur stations, 119 – for stationary stations, 2 – CEPT, 1 – CEPT Novice and 20 – for radio communications stations used abroad. (See Chart 5).

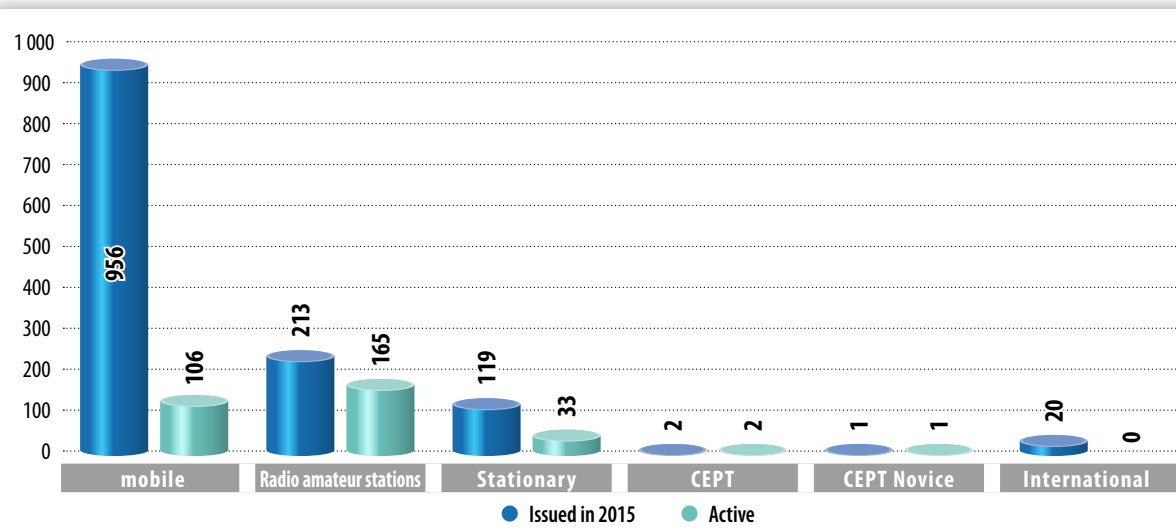


Chart 5 Technical permit issued by ANRCETI in 2015 and active permits, as per 31.12.2015

Source: ANRCETI

3 Monitoring compliance with regulatory acts

In 2015 ANRCETI continued to verify the way providers apply the regulatory acts issued by the Administrative Board – acts with reference to special ex-ante obligations imposed

on SMP providers, the norms of numbering resource use, rules for the measurement and publication of information about service quality parameters, provision of statistical reports by providers, as well as reports on revenues generated from electronic communications activities.

3.1 Fulfillment of special ex-ante obligations imposed on providers with SMP (SMP)

During 2015, ANRCETI monitored the relations between providers in terms of observance of interconnection and access agreements, in particular the provisions for tariff regulation and conditions of access to electronic communications infrastructure.

In this timeframe ANRCETI received 97 agreements concluded between providers, of which 38 interconnection agreements, 48 agreements on access to physical duct infrastructure and 11 agreements for access to pillar infrastructure. ANRCETI examined the agreements in terms of their correspondence to the regulations in force, in particular *Administrative Board Decisions* on special ex-ante obligations for SMP providers on relevant markets.

As a result of agreements review, ANRCETI specialists found that those had been concluded with specifications for number portability, tariffs for interconnection and access services, as well as with the special conditions for the provision of electronic communications services. The agreements offer clarity in the relations between providers, which allow them to act under contractual conditions.

It should be noted that after the approval of *ANRCETI Administrative Board Decisions no. 19-44 of 12/08/2015* on ex-ante obligations imposed on providers with SMP on

the market of voice call termination in individual fixed telephone networks (Market 3) and the market for voice call termination in individual mobile networks (Market 7), by which ANRCETI revoked their obligations to regulate international call termination, those providers brought their reference interconnection offers in line with ANRCETI's new regulations. These provide that the interconnection relations for international call termination and the tariffs for this service shall be determined by the parties under commercial terms.

3.2 Use of numbering resources

While monitoring the providers' compliance with the provisions of the Procedure for the Use of Numbering Resources, approved by *ANRCETI Administrative Board Decision no. 58 of 21.12.2010*, with subsequent amendments, ANRCETI studied the reports on the use of numbering resources for 2015, submitted by 38 providers of public electronic communications networks and services.

Those reports show that in 2015, from the total 6 million 150 thousand mobile telephone numbers, allocated by ANRCETI to providers before 31.12.2015, 5 million 662 314 numbers were used, while from 1 million 701 910 fixed telephone numbers - 1 million 218 641 numbers were used. Compared to 2014, the use of mobile numbers increased by 3 percent points and reached 92% of the total allocated numbers, this indicator being 71,6% for fixed numbers.

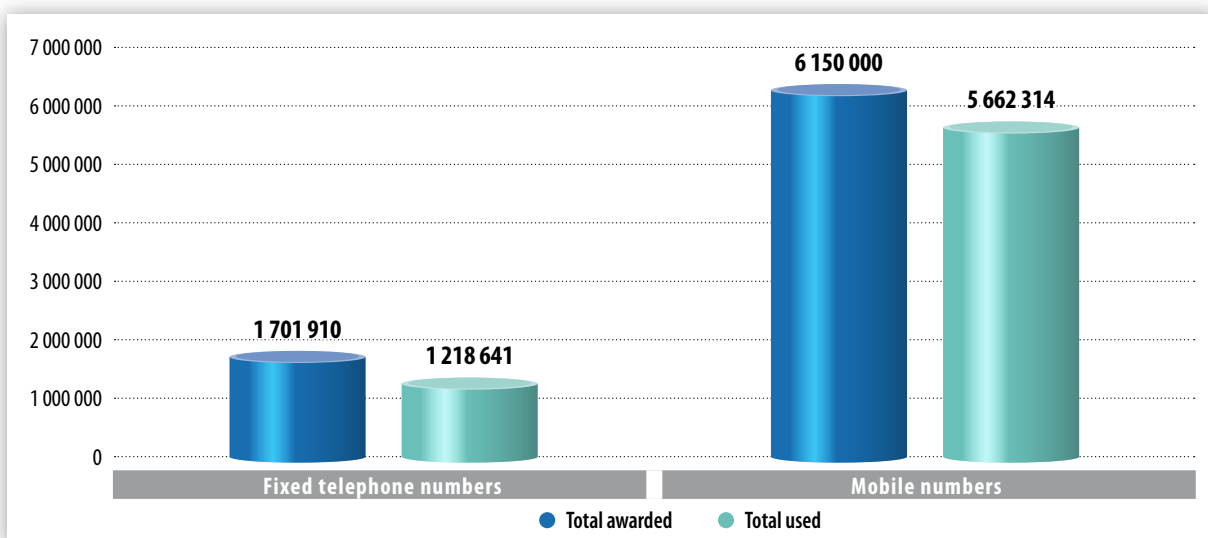


Chart 6 Usage of fixed and mobile numbering resources in 2015

Source: ANRCETI

The higher level of mobile number usage occurred due to the increase of demand for mobile telephony services, which is enhanced by more attractive offers. The fixed number usage dropped because of reduced demand for these services.

3.3 Measuring and publication of service quality parameters

In 2015, ANRCETI specialists continued to supervise providers' compliance with the provisions of ANRCETI Administrative Board Decision no. 278 of 17.11.2009 on establishing the quality parameters for public electronic communications services (hereinafter - Decision no. 278/2009). It requires that providers measure, on quarterly basis, the service quality parameters specified in the Annexes to Decision no.278 / 2009 and to submit the information to ANRCETI, while later publishing the parameters in commercial offices and/or on their websites.

Before 31.12.2015, the providers were required to measure quality parameters for seven types of public services: fixed telephony, Internet access, IP-based electronic communication services, ISDN-based services, leased line services, mobile and TV services. As a result of reviewing ANRCETI Administrative Board Decision no.278/2009, by Decision

no.68 of 12.11.2015, the number of services reduced to four: fixed telephony, Internet access, mobile telephony and television service. The new Administrative Board Decision sets out that the procedure for measurement, presentation and publication of the values of quality parameters for the four types of services will be implemented starting with the first quarter of 2016.

As a result of monitoring the process of measurement, presentation and publication of the values of quality parameters, it was found that a bigger number of providers met this obligation in 2015. According to ANRCETI's findings, the number of providers that measured and submitted to ANRCETI due information on service quality parameters in relation to the total number of providers who are placed under this obligation, increased from 89% in 2014 to 97,5% in 2015.

However, in the reporting period, from the 153 providers who have submitted quarterly information on quality parameters, only 31 providers published this information on their websites. In order to ensure consumers' access to the information presented by all 153 providers, these data have been published on ANRCETI website, in the Service Quality Section.

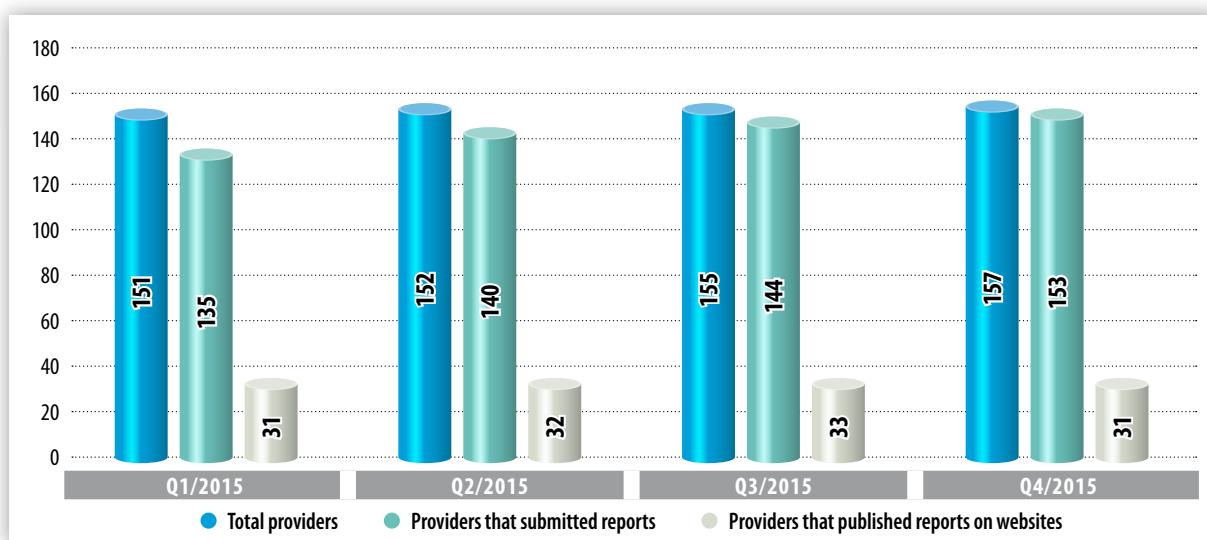


Chart 7 Presentation and publication of service quality parameters by providers in 2015

Source: ANRCETI

3.4 Streamlining the statistical data reporting process

In order to optimize the process of data reporting by providers, on May 1, 2015 ANRCETI implemented the "online reporting" information system, which enables service providers to create, edit and send on-line statistical reports and reports on revenues from electronic communications. The access to this system is ensured through the "online reporting" block, on the main page of the ANRCETI site www.anrceti.md, and at <https://eservices.anrceti.md>.

The implementation of this information system is aimed at making the data reporting more time- and cost-efficient for providers. That system enables a simplified data reporting procedure, capable to reduce the administrative burden on providers, thereby improving the business climate in the electronic communications sector. At the same time, this project helps reduce the report processing time and the quality of data collected by ANRCETI.

In order to familiarize the providers with the functionalities and benefits of the "online reporting" information system, ANRCETI organized several seminars for providers from Chisinau and the other central, northern and southern districts of the country. The seminar was also attended by providers from Gagauzia.

In May to December 2015, the information system was used by 51 licensed providers, who filled in and sent electronic statistical forms, by applying electronic signature. In this period, ANRCETI processed 137 reports sent by means of the "online reporting" information system.

4 General authorization and licensing

Pursuant to Law 241/2007, ANRCETI started to apply the general authorization regime activities in the field of electronic communications in September 2008. This procedure replaced the former licensing system, applied before

September 2008. Unlike the licensing regime, the general authorization is free of charge and gives the right to provide public electronic communications networks and services for an unlimited period.

Also, under Law 451-XV of 30.07.2001, on regulation of entrepreneurial activity by licensing, ANRCETI issues for services of creation, implementation and ensuring the operation of information systems of state interest, including software.

4.1 General authorization of electronic communications network and service providers

Throughout 2015, ANRCETI authorized 41 applicants to run electronic communications activities, these being entered in the Register of Electronic Communications Networks and Service Providers. As per 31.12.2015, the Register contained a total number of 547 recorded providers.

From the 41 providers recorded in the Register last year, 25 – were providers of both networks and services, while 4 – only networks and 12 – only services. 19 and 21 authorized new entrants were recorded for Internet access and broadcasting services, which attested the biggest demand.

As per 31.12.2015, the majority of the 547 economic entities recorded in the Register are authorized to provide both electronic communications networks and services.

In 2015, 26 providers modified their initial notifications, submitted to ANRCETI, in connection with the extension of their business area or with legal address change. In 2008-2015, 147 providers made modifications in their initial notifications, whereas 21 providers, for different reasons, waived their rights to provide networks and services, being excluded from the Register of Electronic Communications Network and Service Providers

The Chart below shows the data on general authorization of public electronic communications networks and service providers in the last five years.

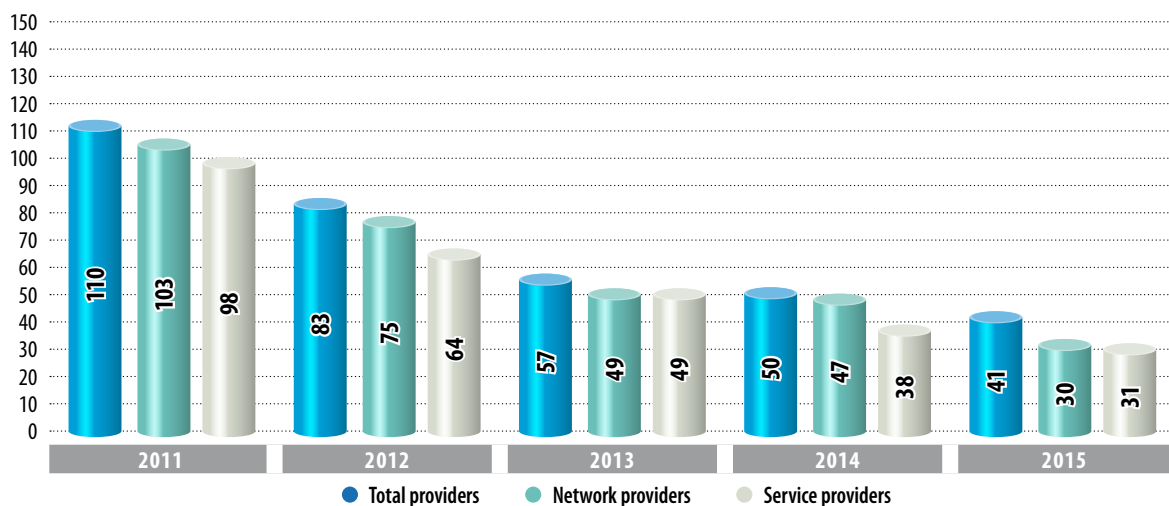


Chart 8 Dynamics of general authorization of public electronic communications networks and service providers, 2011-2015
Source: ANRCETI

4.1.1 General authorization of activity in border area

In 2015, pursuant to the Regulations for Activities of Installation, Operation, Management, Maintenance and/or Liquidation of Electronic Communications Networks at State Border of the Republic of Moldova, approved by Government Decree no. 974 of 12.08.2008, ANRCETI issued to company Moldcell and additional informative declaration, thus authorizing this provider to carry out such activities in the border areas. In this way, company Moldcell was granted the right to provide services of installation, operation, management, maintenance at the border between Republic of Moldova and Romania in Cahul district.

As per 31.12.2015, six providers of electronic communications networks and services – Moldtelecom, Orange Moldova, Moldcell, Starnet, Etelecom International and Norma Telecom - were authorized to conduct activities of installation, operation, management,

maintenance of electronic communications networks at the state border of the Republic of Moldova. Jointly, the six providers have 96 authorizations for the services mentioned above.

4.2 Issuance of licenses for information technology activity

In 2015, Law 451-XV of 30.07.2001 on Regulation of Entrepreneurial Activity by Licensing, ANRCETI issued 25 licenses for services of for services of creation, implementation and ensuring the operation of information systems of state interest, including software.

Compared with 2014, in the reporting time-frame the number of applicants for licenses on this type of activity increased from 20 to 25. The amount of license fees paid to the state budget was 66,6 thousand lei. At the end of 2015, the number of licenses valid for this type of activity was 157. The data about the licensing process in the last five years are shown in the Chart below.

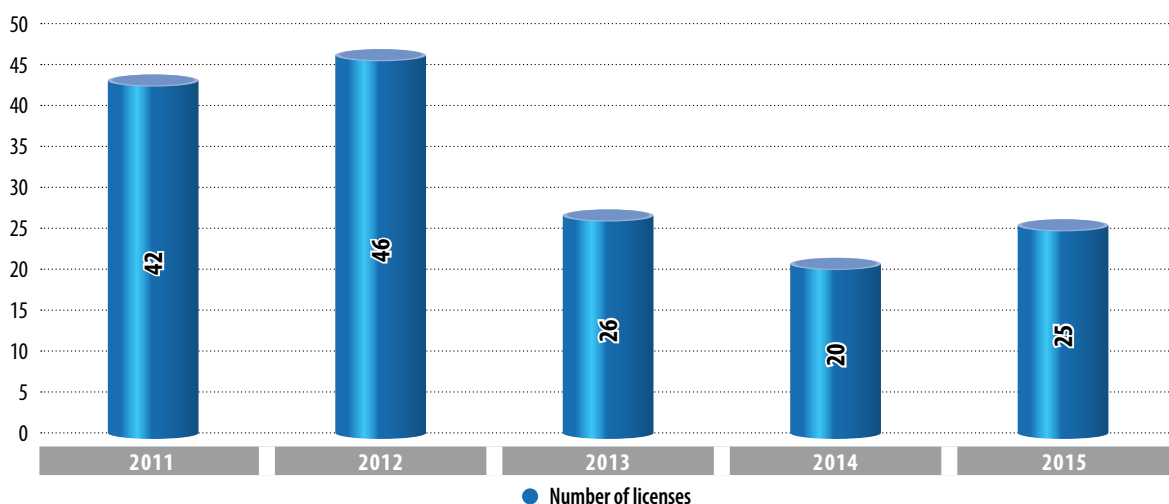


Chart 9 Licensing services of creation, implementation and ensuring the operation of information systems of state interest, including software, in 2011-2015
Source: ANRCETI

5 Monitoring and control

In 2005, ANRCETI continued monitoring the quality of electronic communications services, their compliance with the general authorization conditions or Licenses, with applicable law, other electronic communications normative acts. In this activity ANRCETI focused on ensuring the consumer protection, functionality and integrity of public electronic communications networks, so as to ensure continuity of services and efficient use of spectrum and numbering resources.

ANRCETI performs inspections, pursuant to Law no.241/2007, Regulations on Control Procedure in Electronic Communications, approved by ANRCETI Administrative Board Decision no. 09 of 18.08.2008, as well as in compliance with the provisions of Law no.131/2012 on state control of entrepreneurial activity in electronic communications.

It should be mentioned that starting with the first quarter of 2015, ANRCETI performed inspections only at companies presenting high risk to third parties, consumers, quality of service, network integrity, service security etc. This risk is calculated based on the Methodology for Planning State Control over Business Activity in Electronic Communications, approved by ANRCETI Administrative Board Decision no.51 of 4.12. 2014.

Thus, according to this Methodology, the quarterly schedules of planned inspections for 2015 included the providers that obtained the highest scores, associated with a higher risk degree, from the total number of providers, liable to inspections in quarters I – IV of 2015. The calculations were made on basis of the analysis of the following risk criteria: a) the length of providers' activity in electronic communications; b) the date of the last inspection; c) previous violations (found at the last inspection); d) the revenue generated from activity in electronic communications; e) availability of information concerning eventual violations.

5.1 Monitoring the application of normative and regulatory acts by providers

In the reporting year, ANRCETI's activity of monitoring the providers of electronic communications networks and services was mainly focused on the following issues:

- » Inspection of the degree of transparency of the information, made publicly available by providers, at their commercial offices and websites, regarding the conditions for provision and use of public electronic communications services, pursuant to the Regulation on Public Electronic Communications Service Provision, approved by Administrative Board Decision no. 48 of 10.09. 2013 (hereinafter – Regulation no.48/2013);
- » Examination of standard contractual clauses with the view of verifying their compliance with the requirements of Law no.241/2007 and Regulation no.48/2013;
- » Presentation of statistical reports to ANRCETI in due time;
- » Abidance by the regulatory acts, issued by ANRCETI for the implementation of number portability in the Republic of Moldova, etc.

The monitoring process revealed a number of violations of the legislation, in particular with reference to the obligation of providers to inform users on the conditions for provision and use of electronic communications services, inclusion of minimum obligatory contractual clauses in the contracts concluded with consumers, presentation of statistical reports to ANRCETI in due time, etc. Prescriptions were issued to the providers who committed violations, which were fulfilled within established deadlines.

During the monitoring activity, ANRCETI specialists offered advice and assistance to providers in order to advise them on the provisions of the legislation governing the electronic communications, in particular with reference to ensuring quality and security of public electronic communications services and consumer protection. The consultations highlighted the need to ensure transparency of tariffs and conditions for service provision and use, observance of the obligation to inform consumers, adjustment of standard contractual clauses to the requirements of normative acts in force, etc.

Due to the monitoring activities, performed by ANRCETI in 2015, 40 cases of eventual electronic communications contraventions were prevented.

5.2 Control of compliance with electronic communications legislation

In 2015, ANRCETI performed 90 inspections of entrepreneurial activity in electronic communications, of which: 77 – planned and 13 – unplanned.

The planned inspections were focused on assessment of providers' compliance with normative acts, in particular prevention of eventual violations. These inspections took place according to quarterly schedules, which, for transparency reasons, were published on ANRCETI website www.anrceti.md and www.controale.gov.md.

preventing, ceasing and/or not allowing violations of license conditions, general authorization and/or legal provisions in electronic communications. A part of the unplanned inspections focused on the examination of the facts rendered in complaints from various public and private state institutions.

The unplanned inspections were carried out on the basis of the monitoring reports prepared by ANRCETI, for the purpose of finding,

The data about planned and unplanned inspections made by ANRCETI in 2015 are shown in the Chart below.

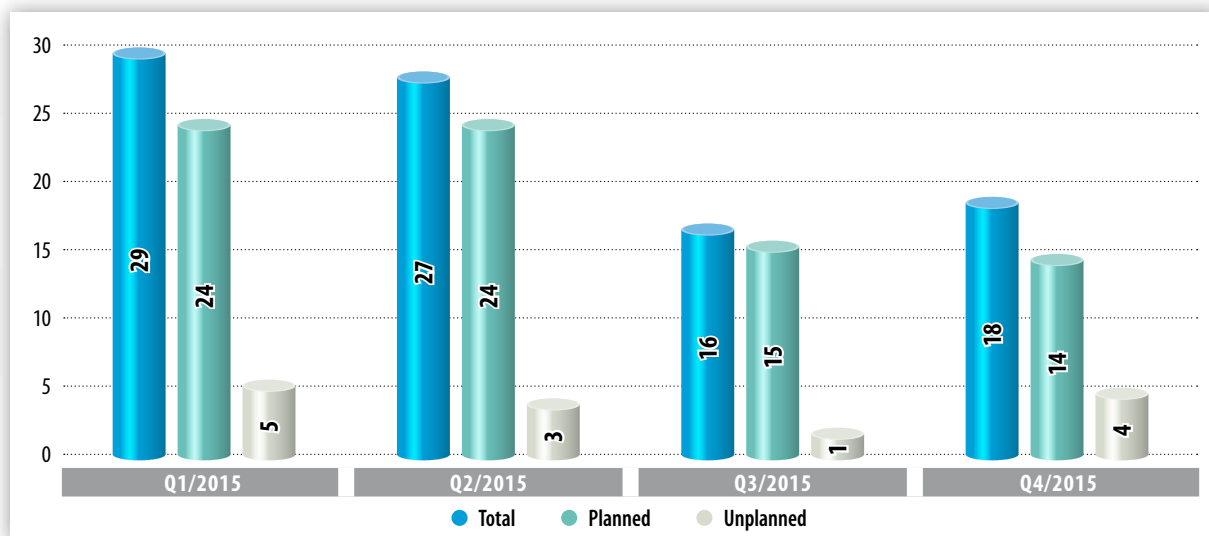


Chart 10 Inspections performed by ANRCETI in 2015

Source: ANRCETI

The data in the Chart show a decrease of unplanned inspections (on average three inspections per quarter) during the year 2015. This is explained, on the one hand, by the low number of complaints and petitions requiring unplanned inspections, on the other hand, by the increasing degree of providers' compliance with the legislation in force, which was attested during the monitoring activity.

As a result of inspections, ANRCETI issued prescriptions to 28 providers, by which demanded removal of violations. The majority of providers did so, in due timeframes, as provided by the first prescription, except four of them: LLC PROCONTEXT, LLC RINOVIT-LUX, LLC STARNET and LC STARNET REGIONAL, for which repeated prescription were issued. The first two providers abided by ANRCETI repeated recommendations to remedy the breaches of general authorization obligations, while the other two providers failed to comply with the prescriptions, for which fact ANRCETI filed the case to court on basis of Art. 247 (2) of the Code on Contraventions, both cases being under court examination in January 2016.

Additionally the 90 inspections carried out in the reporting period, ANRCETI experts took part in 14 inspections jointly with the representatives of Ministry of Information Technology and Communication, Broadcasting Coordinating Council and the Ministry of Interior Affairs. The inspections were focused on reported facts of unauthorized use of spectrum and use of uncertified or unmarked equipment, as required by applicable technical regulations. Following these inspections, ANRCETI prepared five inspection records, which were sent to court. As a result of court proceedings, offenders were found guilty and fined by the court, according to the legislation on contraventions.

For failure to fulfill the prescriptions issued in 2014, demanding to remove the violations of the normative acts in force, ANRCETI Administrative Board approved in 2015 three decisions on suspending the right to provide electronic communications networks and services for LLC MBI-COMREȚ, LLC ALIT and LLC NECCOM GRUP, which subsequently were confirmed by the court. After the expiry of suspension period, given that the

circumstances causing the suspension were no removed, ANRCETI issued three decisions which revoked the rights of those companies to provide electronic communications networks and services. As the decisions were subsequently confirmed by final judgment of the competent courts, the three companies have been removed from the public Register of Electronic Communications Network and Service Providers.

38 % of the total of providers inspected in 2015 were broadcasting providers, 27 % - Internet access providers, 14% - fixed telephony providers, 12 % - network providers and 9% - providers of other services.

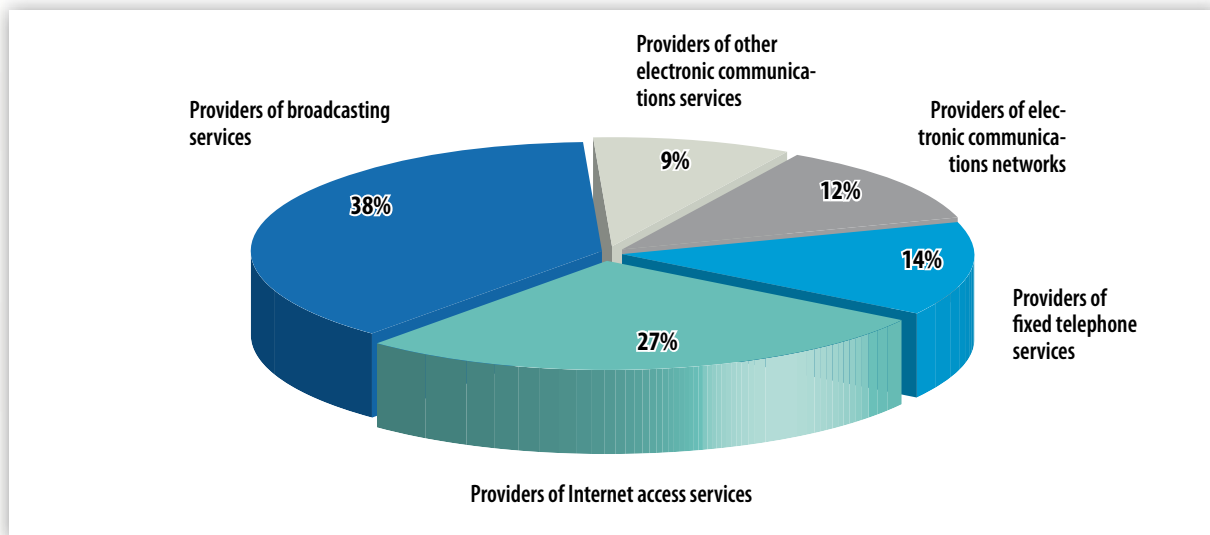


Chart 11 Categories of providers subject to inspections in 2015

Source: ANRCETI

In the process of inspecting three providers, ANRCETI found that they perform unauthorized activity, however, after due consultations in terms of relevant legislation, they complied with the requirements before the end of inspection procedures.

The Chart below shows the data pertaining to the violations detected by ANRCETI in 2015.

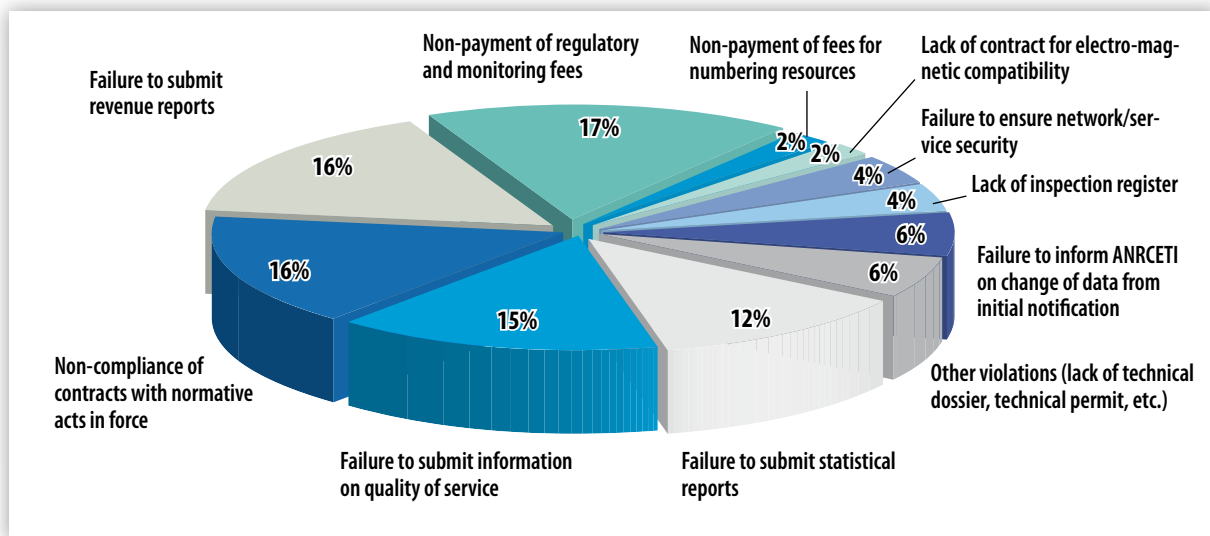


Chart 12 Data on violations detected by ANRCETI as a result of inspections in 2015

Source: ANRCETI

According to the data in the Chart, the following were the most frequent violations found by ANRCETI in 2015: non-payment of regulatory and monitoring fees 17%), non-compliance of contracts with normative acts in force (16%), failure or delay to submit revenue reports (16%) and or statistical reports (12%), non-compliance with the obligation to present quality of service parameters (15%), failure to inform ANRCETI on change of data from initial notification, other (6%).

According to the Chart below, the number of inspections in 2015 reduced by 46%, compared to 2014 and by 35% compared to 2013. This trend is in line with the objectives of the National Action Plan for the Implementation of the Association Agreement Moldova – EU in 2014-2016, approved by Government Decision no. 808 of 7.10. 2014.

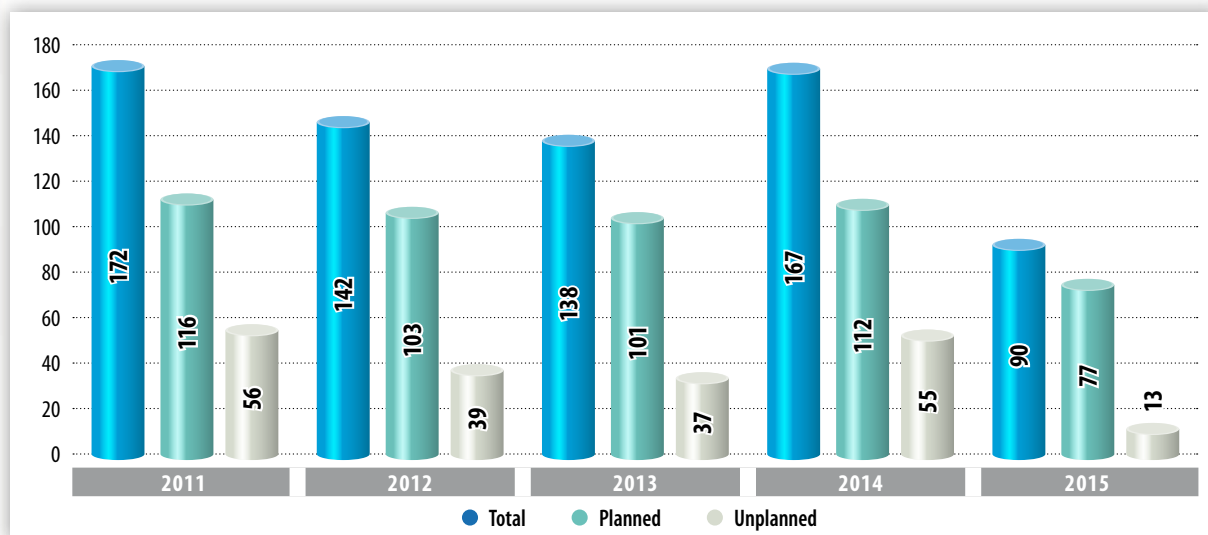


Chart 13 Number of inspections performed by ANRCETI in 2011-2015

Source: ANRCETI

5.3 Analysis of contraventions

In the reporting timeframe, while exercising its powers to ascertain electronic communications contraventions, ANRCETI found 26 contraventions recorded in 26 contraventions reports, as provided by the Code on Contraventions of the Republic of Moldova no 218-XVI of 24.10.2008 (hereinafter – CC no.218/2008).

ANRCETI also detected a contravention committed by a natural person under art. 250 section (1) of CC no.218/2008 (non-compliance with electronic communications regulations and technical standards). According to the legal provisions applicable for this case, ANRCETI warned the offender against such repeated actions. The contravention cases, initiated by ANRCETI, concerned 12 natural persons and 15 legal persons, 6 of which were electronic communications providers.

The following served as basis for starting contravention causes:

- » Ten complaints from electronic communications network and service providers;
- » Nine complaints from the Ministry of Information Technology and Communication;
- » Four complaints from institutions of internal affairs;
- » Three ex officio referrals;
- » One complaint from the National Private Data Protection Center.

Most reports on contraventions prepared in 2015 refer to the following illegal acts, as provided and penalized according to the articles of Chapter XIV of CC no.218/2008:

- » Unauthorized connection or admitting of unauthorized connection to electronic communications networks (art.252 of CC no.218/2008) – seven reports;
- » Unauthorized use of spectrum (art.248 (1) of CC no.218/2008) – four reports;
- » Violation of protection rules for electronic communications lines and installations (art.250 (6) of CC no.218/2008) – four reports;

- » Delivering electronic communications and postal equipment, lacking declaration of conformity issued by the manufacturer, an authorized representative or importer, based on conformity certificate or test reports, or not marked in accordance with applicable technical regulations (art. 250 (9) of CC no. 218/2008) – three reports;
- » production of harmful interference (art.251 (1) of CC no.218/2008) – three reports;
- » non-compliance with the prescription to remedy breach of obligations under general authorization conditions (art.247 (2) of CC no.218/2008) – two reports;
- » unauthorized provision of electronic communications networks and services (art.246 (1) of CC no.218/2008) – un report;
- » non-compliance with general authorization conditions (art.247 (1) of CC no.218/2008) – on report;
- » non-compliance with technical regulations and norms (art.250 (1) of CC no.218/2008) – one report.

The analysis of the reports shows a decrease from 16 cases in 2014, to three cases in 2015 the number of contraventions committed by natural persons, punishable according to art. 251 (1) of CC no.218/2008 (production of harmful interference), as a result of the use of fixed radio telephone devices, operating in north-American DECT 6.0 standard and producing interference with national mobile networks,. This progress was achieved due to ANRCETI's information campaign held in 2014 – 2015 and aimed at warning the population about the illegality, on the territory of Moldova, of radio telephones producing interference with national mobile networks.

All the 26 reports on contraventions, written by ANRCETI, were filed to court for examination. In 2015, ANRCETI representatives took part in court proceedings for 32 cases, examined by Court Centru, Chisinau municipality (including 6 cases started in 2014) and 11 appeals examined by Court of Appeal Chisinau.

The court rulings resulted in fines applied to offenders, equal to 45 thousand lei.

6 Dispute resolution

For ensuring fair competition on the electronic communications market, Law no. 241/2007 empowered ANRCETI to solve disputes, arising from the enforcement of electronic communications legislation, between providers of electronic communications networks and services, as well as between providers and consumers. Dispute resolution performed by ANRCETI represents an alternative/optional and free of charge method of solving disputes between parties, implemented on basis of complaints/requests addressed to ANRCETI by the provider or consumer, unless it can be remedied amicably.

ANRCETI examines disputes pursuant to the provisions of the Regulations on Dispute Resolution Procedure in Electronic Communications (hereinafter – Regulation no. 54/2013), approved by ANRCETI Administrative Board Decision no. 54 of 24.09.2013.

6.1 Disputes between providers

In 2015, ANRCETI reviewed the complaint of LLC Net - Connect Internet Communications no. 35-01.15/136 of 29.01.2015 which mainly concerned the examination of the request to impose Moldtelcom to negotiate an interconnection contract for international call termination in Moldtelecom's network.

In the dispute resolution meeting on March 6, 2015, Moldtelecom, as defendant, presented letter no. 01-10-01/1908 of 06.03.2015 addressed to LLC Net - Connect Internet Communications, admitting its obligation to negotiate an interconnection agreement with any authorized electronic communications provider, and offered LLC Net - Connect Internet Communications, as complainant, the interconnection agreement to be concluded, in two original, signed and authenticated copies. Taking into consideration the results of this meeting and the provisions of section 26 of Regulation no. 54/2013, ANRCETI stopped the procedure for this complaint.

LLC Net - Connect Internet Communications contested in court ANRCETI's acts, by which the regulator considered inadmissible this provider's requests to oblige Moldtelecom and Moldcell to conclude interconnection

agreements for international call termination by means of *dispute resolution decisions*, which are issued on basis of art. 14 (5) of Law no. 241/2007.

Having reviewed these appeals, the Supreme Court of Justice, through its rulings of June 24, 2015 (case no. 3ra-824/15) and September 9, 2015 (case no. 3ra-1002/15), irrevocably established ANRCETI's acts as legal, in the context that these acts [which are *ex-ante regulatory decisions*, based on art. 43 (1) g) in correlation with art. 48 of Law no. 241/2007], being in force, do not impose such an obligation.

7 Consumer protection

In 2015, ANRCETI as the authority that promotes the legitimate interests of electronic communications consumers, focused on keeping them permanently informed about their rights in relations with providers, on dealing with and solving complaints and disputes between providers and consumers.

ANRCETI continued to verify providers' compliance with the provisions of Regulation no.48/2013, a normative act establishing a higher degree of consumer protection. As a result, ANRCETI considered it necessary to proceed to the revision of Regulation 48/2013. This work is scheduled for 2016.

7.1 Observance of consumer's rights by providers

In the reporting year, ANRCETI specialists continued to offer the necessary advice and assistance to providers, in order to raise their awareness as to the provisions of the electronic communications legislation, in particular with respect to consumers' rights. The consultations highlighted the need to ensure transparency of tariffs and service provision conditions, observance of the obligation to inform consumers and adjust standard contracts to the requirements of the legislation in force.

While examining complaints from consumers, ANRCETI specialists checked all the circumstances *de facto* and *de jure*, in the light of the legal provisions regulating electronic communications. By means of

a number of actions, ANRCETI helped ensure providers' observance of consumers' rights.

At the same time, ANRCETI systemize the complaints and appeals from consumers, in order to identify the main issues and find solutions. The most common problems addressed by consumers: amounts of bills, tariffs, accumulated debts, penalty for early contract termination, service quality, interruptions of service provision, conditions of use of services, negative impact of the electromagnetic field on human health. It is notable that ANRCETI specialists provided advice to consumers, who faced problems in obtaining services at pre-contract stage, which is interdependent with the preliminary contract conclusion procedure. This action was aimed at preventing abusive clauses from being included in service provision contracts, so as to protect the consumer from eventual abusive behavior from the part of providers.

During 2015, ANRCETI continued to monitor and control the implementation by providers of the legislation on electronic communications consumer protection, in particular clauses from in Chapter VIII of Law no.241/2007, providing for duly informing consumers and including the minimum clauses in the contracts. As a result of this activity, ANRCETI issued prescriptions to 18 providers who admitted of violations in this respect. All those providers complied with the prescriptions.

7.2 Informing and raising consumers' awareness

For the purpose of strengthening the awareness-raising process, ANRCETI intensely used its official website, especially the "Users' page". Two thematic guidelines were added: "Recommendations to increase Internet access speed" and "Use of mobile roaming services". The first guide contains recommendations on how to remove the problems related to Internet access, which bring along higher speed and stability of the Internet connection, while the second guide provides tips on using most convenient rates in roaming and avoid exaggerated bills for mobile roaming services.

In order to correctly inform the consumers, ANRCETI specialists applied two more tools: the "Online consultation" page of ANRCETI website and the institutional information telephone line 080080080. By means of the "Online consultation" page, ANRCETI specialists prepared and sent replies to 20 requests from consumers, by means of the information telephone line – to 135 calls.

In most cases, ANRCETI replied to inquiries, provided recommendations on how to solve reported problems, information about consumers' rights and obligations of providers in relation to customers. ANRCETI also informed consumers by issuing press releases about the risks of using fixed radio telephones of north-American DECT 6.0 standard, which is prohibited and punishable, in the event of harmful interference in national mobile networks, in accordance with the provisions of CC no.218/2008.

Given that in 2015, mobile users continued to receive messages and phone calls from unidentified numbers, this time by using applications such as Viber, Skype and others, ANRCETI issued press releases calling for caution and warning mobile users against answering fraudulent messages/calls. At the same time, in order to reduce the rate of answers to such messages/calls, ANRCETI repeatedly recommended those providers to warn consumers about the risks of this type of SMS fraud, by making available free telephone lines, providing consultations on this subject.

In 2015, ANRCETI distributed among consumers over one thousand leaflets, containing information on their rights and obligations in their relations with service providers, as well as suggestions and recommendations about the contracting and use of public electronic communications services.

7.3 Telephone number portability

The telephone number portability is a service available to consumers, which allows them to retain the telephone number when they switch providers, thus ensuring the freedom of choice and giving the possibility to enjoy the benefits of a competitive telephony market.

We remind that the number portability service in mobile networks was launched on July 1, 2013, while in fixed networks – on July 31, 2013. ANRCETI data show that the biggest amount of numbers - 47 815 - were ported in 2015. In September 2015 the number portability process reached the threshold of 100 thousand ported numbers, while the highest monthly average of ported numbers - over 6,3 thousand - was recorded in March.

From its launch through the end of 2015, a total of 114 050 telephone numbers were ported in Moldova, of which 104 578 - mobile numbers (91,7%) and 9 472 - fixed telephone numbers (8,3%). The Chart below provides data on the annual evolution of the quantity of ported numbers.

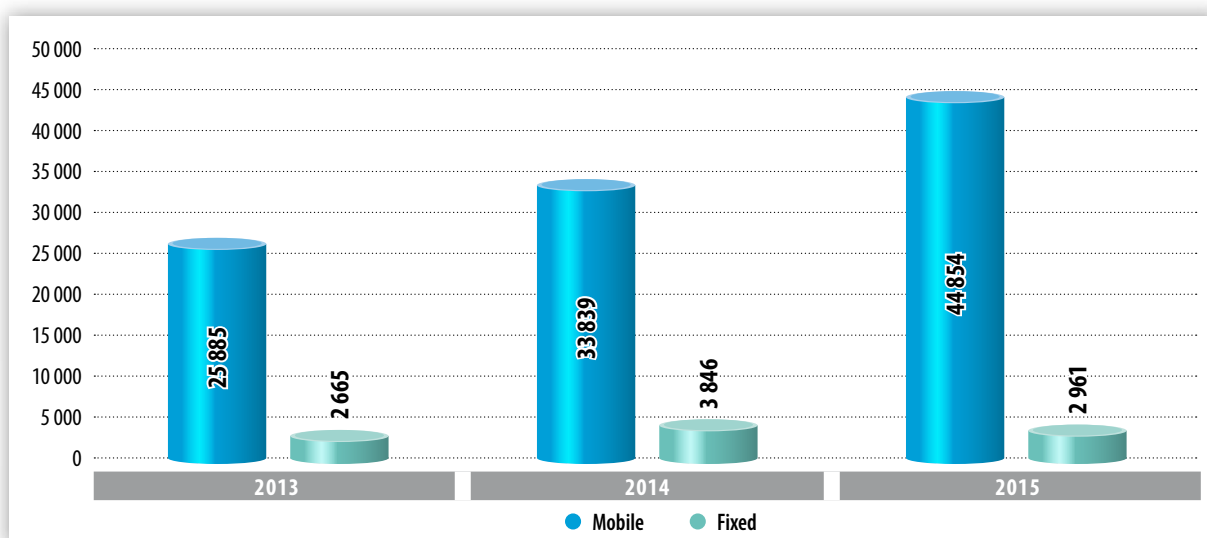


Chart 14 Evolution of the quantity of ported telephone numbers, 2013-2015

Source: ANRCETI

During the three years of number portability service in Moldova, on average 3,8 thousand numbers per month were ported in 2013, 3,1 thousand numbers in 2014 and about 4 thousand

numbers in 2015 (see Chart 17). The biggest quantity of numbers were ported in March 2015 - over 6,1 thousand and biggest quantity of fixed telephone numbers – 760 – in November 2013.

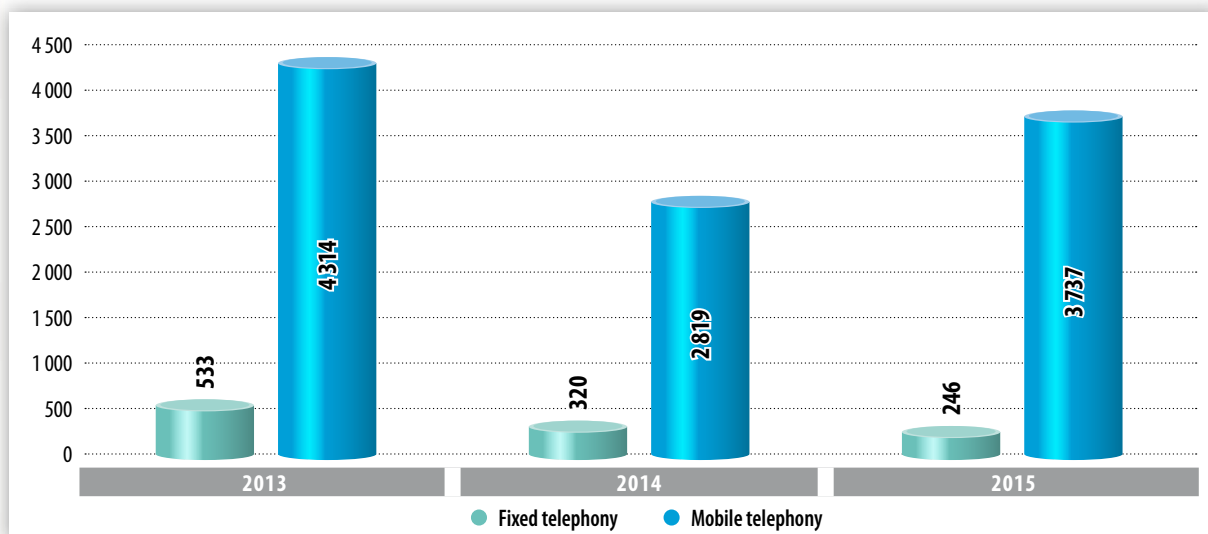


Chart 15 Evolution of the monthly average ported numbers in 2013–2015

Source: ANRCETI

ANRCETI considers that the implementation of number portability in Moldova has achieved its purpose: this service has become an effective instrument capable to ensure freedom of choice for consumers and to foster competition between telephony providers. As a result of enhanced competition, telephone service providers became more responsive to customers, while their offers - more attractive and beneficial for subscribers.

7.4 Requests and complaints

In 2015, one of ANRCETI's constant concerns continued to be the issue of solving requests and complaints. The number of complaints ANRCETI examined, compared to 2014, increased by 30% up to 210, whereas the number of requests for information – by almost 22% up to 252.

In the same period, ANRCETI answered 194 requests for technical, legal and economic information coming from the citizens and their addresses 139 through the information helpline 080080080 and in the audience.

ANRCETI responded to 194 requests of technical, legal and economic nature and to 139

inquiries made via the information call line 080080080 and during hearings.

In most cases, the authors sought explanations on failures in service delivery, billing and reasons for increased tariffs for some types of services. ANRCETI provided explanations and recommendations on how to solve the issues, as well as useful information and tips to help better understand services and offers on the market.

As for the subject matter of the inquiries for information, in most cases the requestors asked for additional data on developments in some market segments, the authorization procedure for electronic communications activities, data about providers, conditions of use of different types of services and applicable tariffs for those.

From the total number of complaints registered in 2015, 164 - were addressed directly to ANRCETI and 46 - through other state institutions. 175 complaints were received from consumers and 35 - from electronic communications service providers. The Chart below shows the evolution of the number of complaints reviewed by ANRCETI during 2011 – 2015.

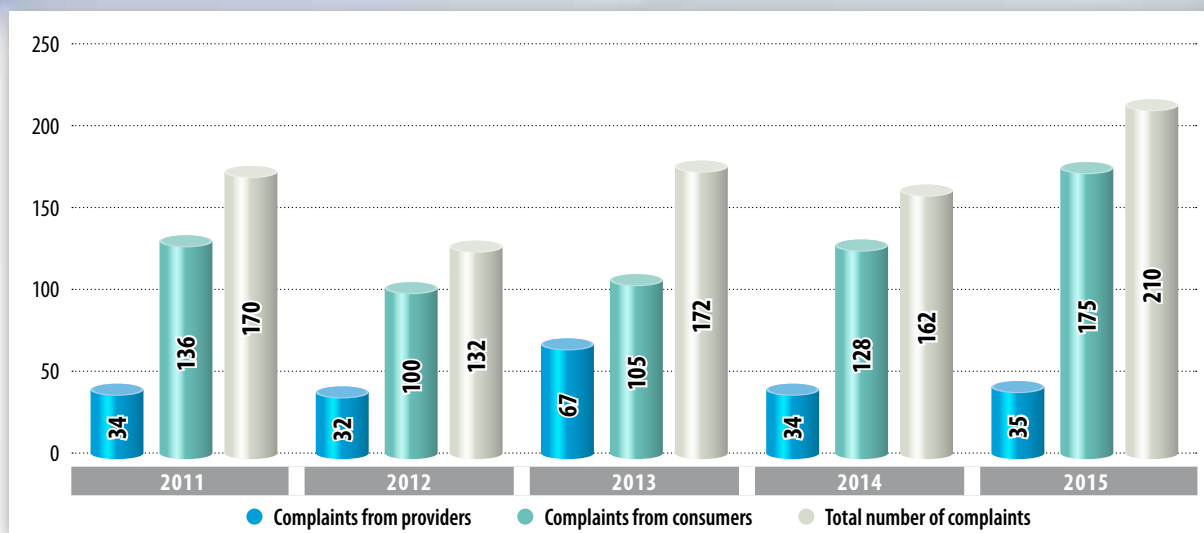


Chart 16 Complaints addressed to ANRCETI by consumers and providers of electronic communications services, 2011 – 2015.

Source: ANRCETI

The analysis of the issues claimed in complaints show that the most pressing subjects refer to breaches admitted by providers regarding contract terms, interconnection agreements, normative acts (77 complaints), billing services, veracity of data included in bills and debts (72 complaints). However, statistics shows a relatively stable situation in comparison to 2014, as regards complaints on quality of service, telephony and/or Internet malfunctions (26 complaints). A slight increase compared to 2014 was recorded with regards to the subjects of complaints: increase of tariffs for electronic communications services (15 complaints) and abusive clauses included in service provision contracts. (5 complaints).

The number of complaints addressing illegal disconnections/restrictions of access to network and/or termination of services (6 com-

plaints) and abusive actions committed by some providers in the number portability process (4 complaints) decreased. As a result of verifications, ANRCETI considered as justified 47 complaints from the total number, whereas the facts claimed in 80 complaints proved groundless. The signatories of 45 complaints received due explanations, 12 complaints were submitted by competence, 14 complaints were still pending for examination at the end of 2015 and 12 complaints were rejected as incoherent with the requirements of legislation in force.

It should be mentioned that all the justified complaints were solved in favor of consumers, for the rest ANRCETI proposed alternative solutions to complainants aimed to remedy the problems.

More detailed information on the nature of the complaints reviewed by ANRCETI in 2014 – 2015 is provided in the Table below.

Table no. 1 Characteristics of requests and complaints examined by ANRCETI in 2014-2015

Total number of requests and complaints:	Year 2014	Year 2015
	784	795
• Requests for access to information, including electronic	207	252
• Requests for technical expertise, legal, economic information	214	194
• Inquiries by institutional information telephone line	191	135
• Requests during hearings	10	4
• Complaints	162	210
Complaints per subject		
• Mobile telephony service	51	39
• Cable TV services	22	16
• Internet services	18	18
• Fixed telephony services	8	19
• Broadcasting	–	2
• Interconnection, access to infrastructure	10	11
• Number portability	5	2
• general	48	103

a. Claimed subjects		
• data included in bills	45	72
• tariff increase	11	15
• service quality, service malfunctions	20	26
• abusive clauses in service provision contracts with consumers	1	5
• infringements of contractual clauses, interconnection agreements, normative acts	67	77
• illegal disconnection, restriction of access, termination of service provision	11	6
• unfair competitive practice	1	3
• unfair actions in number portability implementation	6	4
• fear of electromagnetic field effects on human health	–	1
• illegal interception	–	1
b. Complaints by network/service provider		
JSC Moldtelecom	65	89
JSC Moldcell	14	21
JSCOrange Moldova	19	14
JV Sun Communications S.R.L.	11	13
LLC Starnet Solutii	10	14
State company Radio Communications	–	1
LLC Arax Impex	1	1
LLC Riscom	1	1
LLC Danis	–	1
LLC A.M.T.	2	--
LLC Eurostock	–	1
LLC Stacom Sistem	–	1
LLC Focus-Sat	2	2
LLC Tele-Crio	1	–
LLC 5TV	1	–
JSC CTC Alfa	–	2
LLC Modumteh	1	–
LLC Simpals	–	1
LLC Infocom	–	1
LLC Brv Istcom	–	1
• No specified provider	34	46
d. complaints by natural persons	124	166
<i>complaints by legal persons</i>	38	44
e. complaints from providers	34	35
<i>complaints from consumers</i>	128	175
f. justified complaints	36	47
<i>unjustified complaints</i>	76	80
<i>Complaints referred by competence</i>	4	12
<i>Complaints withdrawn by complainant</i>	1	–
<i>Explanations presented</i>	18	45
<i>Rejected complaints</i>	20	12
<i>Pending complaints</i>	7	14

Source: ANRCETI

8 Communication

The communication process between ANRCETI and the public focused, in 2015, on regularly providing information about the regulator's activity, so that all stakeholders could benefit from being aware in due time about the regulatory process. The two main sides of the communication process were the public consultations on Administrative Board draft decisions on the

one hand and raising the awareness of consumers regarding their rights and opportunities on the electronic communications market on the other.

8.1 Public consultation in ANRCETI's decision-making process

In 2015 ANRCETI maintained a permanent and open dialogue with stakeholders both by public consultations of draft document bearing a significant impact on the market and by

many work meetings, organized at ANRCETI's or providers' initiative.

ANRCETI held 14 public consultations on draft Administrative Board Decisions and 15 public sessions for decisions approval, with the overall result of 53 approved decisions. All the public sessions were announced on ANRCETI website, with additional informative materials. These included general information about the content of the consulted draft documents, justification of the need of their adoption, information on additional docu-

ments and summaries of recommendations on the consulted projects.

During the public consultation process, ANRCETI received 230 recommendations on consulted draft documents from stakeholders. From the total, 167 recommendations were qualified as justified and resulted in amendments to several decisions. The reasons why 63 recommendations were not accepted were provided in the synthesis of recommendations, published on ANRCETI official website.

Table no. 2 Public consultation process in 2015

No.		
1	Number of draft documents subject to public consultations	27
2	Number of draft documents announced on the website	27
3	Number of public hearings, debates and sessions	15
4	Number of recommendations received	230
5	Number of recommendations included in draft decisions	167
6	Number of decisions adopted	53
7	Number of cases when ANRCETI decisions were contested for non-compliance with Law no. 239-XVI of 13.11.2008	0
8	Number of penalties applied for violation of Law no. 239-XVI of 13.11.2008	0

Source: ANRCETI

8.2 Role of ANRCETI official website in the communication with the public

An important role in the communication process with the industry and consumers refers to ANRCETI official website and the informative materials disseminated there. In 2015, the website became one of the main tools of communication.

During 2015 the website content was complemented with a new guide for providers and two thematic guides for consumers, with new data divisions on service quality parameters, their rights and obligations in relation to service providers. This information is intended to help consumers better understand how services are functioning, to know their rights and thus, face fewer problems in their relationship with electronic communications service providers.

The website was periodically updated with new information regarding market evolution on different segments, relevant markets, SMP providers and ANRCETI decisions by which special ex-ante remedies were imposed on those providers. Per total, in 2015, over 700 interior pages of the ANRCETI website were created, completed and modified.

In the reporting year, the website was accessed on average per month by more than 4,3 thousand users. Per total, in 2015, ANRCETI website was accessed by 51,7 thousand users, on a total of 100 thousand visits. The informative materials placed on the website, in Romanian, Russian and English, were electronically distributed to over 170 subscribers to ANRCETI newsletters (representatives of stakeholders, mass media and consumers). ANRCETI provided prompt replies to the 252 electronic information requests, received in 2015.

Table no. 3 Inquiries for information in 2015

Inquiries per sphere of interest*	252
telephony	21
Internet access services	7
Television	14
Market/traffic analysis	18
Authorization (general authorization, broadcasting, approvals)	25
Interconnection, access to infrastructure	9
Radio frequencies	4
Numbering resources	10
Equipment	7
Number portability	6
General on electronic communications sector	6
Statistical data	28
Data about providers in the sector	22
General data about ANRCETI	10
Information on ANRCETI activity	45
others	20

* Some inquiries refer to more than one sphere of interest
Source: ANRCETI

8.3 Communication with mass media

In 2015, ANRCETI continued to keep the representatives of mass – media informed about its public activities, developments on the electronic communications market segments, the impact of new regulatory acts on the market, as well as public events organized by the regulator. The information was disseminated by news and press releases,

interviews and press conferences. ANRCETI also maintained the dialogue with mass-media representatives, providing responses to all inquiries.

Media representatives interested in ANRCETI activities received 77 press releases in 2015, which were reflected in 263 press releases about the regulator.

Table no. 4 ANRCETI activity in mass-media, January-December 2015

Total number published in mass-media, of which:	274
Releases published in electronic press	230
Radio and TV reports	11
Written press articles	33

Source: ANRCETI

Over 63% of mass-media reports were generated from ANRCETI sources (press releases, responses to inquiries, interviews, official website, participation in events), most of the articles, regardless of the source, being neutral.

tives: implementation of European standards in the national regulatory framework in electronic communications, enhancement of cooperation with European regulators and taking over the best European regulatory practices.

9 International relations

In the context of international cooperation, 2015 was a fruitful period of establishing new objectives, as well as a timeframe used to strengthen the previously launched initiatives. In this respect, ANRCETI acted in compliance with the foreign policy objectives of the Republic of Moldova at national level, according to the Moldova-EU Association Agreement. ANRCETI focused on three main objec-

ANRCETI reached these objectives by its participation in European projects, in the main regional, European and international events in the ICT sector and by strengthening the cooperation with regional and EU regulators.

9.1 Partnerships and projects

In 2015, ANRCETI took an active part in the activities of the Eastern Partnership Electronic Communications Regulators Network (EaP-eReg), which is part of a technical assistance project delivered by the European Commis-

sion, signed a cooperation agreement with the regulator from Macedonia, explored the opportunities of cooperation with the regulators-parties to the previously signed mutual cooperation agreements and hosted three TAIEX missions.

9.1.1 Activity in EaPeReg network

Being a member of EaPeReg, ANRCETI took part in a series of activities within this organization: workshops and exchange of regulatory practices and expertise, provision of information through questionnaires or upon the request from parties interested in ANRCETI experience.

Thus, ANRCETI specialists participated in all the workshops within EaPeReg, dedicated to the following subjects:

- » Broadband networks and services (Tbilisi, Georgia, February 2015)
- » Tariff setting and regulation (Minsk, Belarus, April 2015)
- » Information and network security (Vilnius, Lithuania, October 2015)
- » 4G networks and services (Chisinau, Moldova, November 2015)

It should be mentioned that in 2015 there were two EaPeReg Plenary meetings - in April in Minsk, Belarus, and in November in Chisinau, Moldova. The first meeting approved the Action Plan of the network for 2015 and discussed the aspects of cooperation between EaPeReg with the Body of European Electronic Communications Regulators from EU countries (BEREC), as well as some organizational issues regarding the EC's support of the project.

The second Plenary meeting, hosted by ANRCETI in Chisinau, discussed and approved the report on EaPeReg activity in 2015, the Action Plan for 2016 and elected the EaPeReg chair (Belarus) and its vice chair (Latvia). During this meeting, the delegation of Belarus signed the MoU of EaPeReg network, while the regulator of Macedonia joined this group.

Throughout 2015, EaPeReg enjoyed the support of BEREC and the European Commission continued partial financing of this project. The project was merely running under the previous format, with some new elements, such as a part of responsibilities being assumed by the beneficiary countries, by host-

ing workshops, preparing benchmarking reports and by the involvement of the EBRD in the project activity. In 2015, preparations started for the development of individual country programs, which are planned to be financed by EBRD. These programs will become components of EaPeReg project and will be based on subjects identified and proposed by beneficiary countries. This activity is aimed at providing technical assistance to these countries in the process of alignment to the European Acquis.

Another milestone in EaPeReg activity is its involvement in the HDM Initiative (Harmonization of Digital Markets). For 2016-2017 it is planned to launch a number of project participants' joint actions (EU Member States, EBRD, EaPeReg members), such as approximation of the legal and regulatory digital markets of the partner countries, development of policies for rollout of broadband networks and services, implementation of a regulatory framework to encourage competition, investment in digital markets sector and development in partner countries.

9.1.2 Bilateral agreement

During 2015 ANRCETI continued the cooperation with the regulatory authorities, partners to previously signed bilateral agreements. The most active cooperation - with ANCOM from Romania - was achieved by means of bilateral exchanges at expert level and joint participation in international events.

It is noteworthy that in 2015, at the ANRCETI's request, a group of its specialists went on a study visit to Bucharest, where they studied ANCOM's experience in the development and administration of a price comparator on the electronic communications market in Romania. ANRCETI also strengthened its relations with the partner regulators from Lithuania, Czech Republic and Bulgaria by exchanges of information and experience as to the electronic communications regulatory framework. Meanwhile, ANRCETI signed a memorandum of cooperation and information exchange with the regulator of Macedonia (AEK). The main objective of this agreement is to establish a strong cooperation partnership with colleagues from Macedonia in the regulation and supervision of electronic communications activities.

9.1.3 TAIEX technical assistance projects

In 2015, ANRCETI hosted three TAIEX missions, delivered by foreign experts on the priority subjects previously identified by ANRCETI for 2015 and coordinated with ANRCETI experts, TAIEX team of the European Commission and with the invited Member States experts.

The purpose of the first mission (June 8-10, 2015) on quality parameters of electronic communications services was to learn about the provisions of the *acquis* in terms of service quality, experience of their implementation and best practices applied on regulatory and supervision levels in EU countries.

During the second mission (October 21-25, 2015), the participants discussed multiple aspects regarding the implementation of universal service in the context of EU Directives of 2009, the objectives set in the Digital Agenda 2020 for Europe and having regard to the fast development of broadband services and new generation networks.

The third mission (October 21-23, 2015) was dedicated to the access to the local loop of the SMP operator, intended to offer recommendations on the development of efficient practices, based on the concept of equal treatment for access to the physical infrastructure of the SMP operator, as well as development of a productive cost regulation and tariff setting for access services.

The TAIEX missions substantially contributed both to increasing the degree of professionalism of ANRCETI staff and to reaching the objectives of the regulator in the implementation of the most modern and effective regulatory practices, applied in the EU countries.

9.2 Participation in European and international forums

In the reporting year, ANRCETI representatives participated in a series of meetings, workshops and training, organized by regional, European and international bodies of the ICT sector, which fact contributed to improving the professionalism of the staff and strengthening its capacity as regulator.

The most important international event attended by ANRCETI was the World Mobile Congress, which took place in February 2015 in Barcelona, Spain, within the GSM Association. The event tackled current issues related to regulatory policies for attracting sustainable investment in mobile networks.

ANRCETI representatives also participated in a number of conferences and seminars conducted under the ICT regional bodies, including:

- » 4th meeting of the regional working group of Central and Eastern Europe (CEERWG) and international conference „Knowledge is Power: Information Tools for Telecom Consumers“; (Budapest, Hungary, May 2015);
- » 9th International Conference of Electronic Communications Regulators (Istanbul, Turkey, May, 2015);
- » Regional workshop organized by Information and Communications Technologies of Turkey (ICTA) „Telecommunications regulations“ (Istanbul, Turkey, June, 2015);
- » 6th meeting of the Forum for Digital Dividend implementation in North-Eastern Forum (NEDDIF) (Budapest, Hungary, October, 2015);
- » 12th World ICT Indicators Forum (WTIS-2014) (Tbilisi, Georgia, November, 2015).

10 Human resources

In terms of human resources policy, in 2015, ANRCETI Administrative Board focused on increasing the efficiency of regulatory work and improving staff performance, paying high attention to the development of human potential and efficiency within ANRCETI.

10.1 Management of human resources

As per the end of 2015, ANRCETI staff consisted of 68 employees, most of them being specialized professionals. The core team consists of people aged between 30 and 49, which is 70% of total number of employees. Employees aged between 20 and 29 make 18,2%, and those aged between 50-59 and 60-69 make 9,1% and 6,1% respectively.

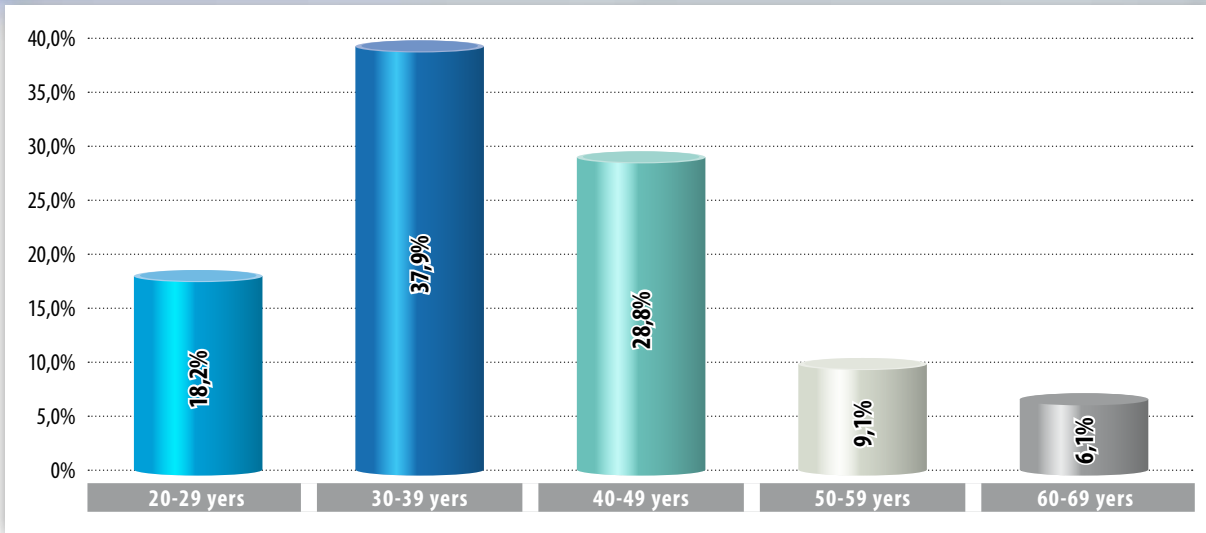


Chart 17 Structure of ANRCETI employees by age

Source: ANRCETI

From the total number of ANRCETI employees, 63 have university degrees (92,6%), of which 26 also have postgraduate degrees. 13 employees have two university degrees, 7 employees are currently studying for the second university degree or doctor's degree.

The largest share in the structure of staff refers to employees with technical degree (39%), followed by those with legal degree (22%), business degree (21%), humanitarian degree (13%) and other degrees (5%). The data about ANRCETI employees are reflected in Chart below.

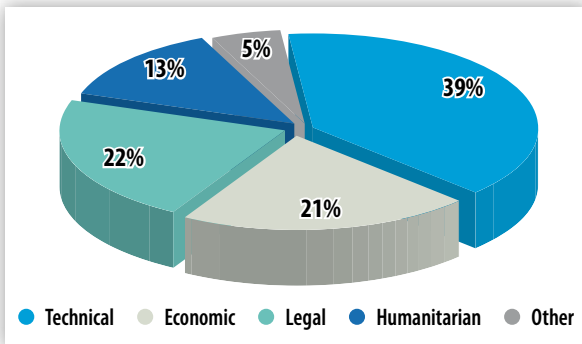


Chart 18 Structure of ANRCETI employees by education degrees

Source: ANRCETI

In 2015, ANRCETI continued motivate its employees for high performance. Thus, in August 2015, on the occasion of the ANRCETI 15th anniversary, for prodigious activity in

information technology and communications and substantial contribution to the sector development, three employees were awarded the honorary title of "Master in Information Technology and Communications", six employees were awarded with Honoric Diplomas of the Ministry of Information Technologies and Communications and Trade Union Federation in Communications, other six – with ANRCETI Merit-based Diplomas

10.2 Professional training of ANRCETI staff

In 2015, ANRCETI employees benefitted from professional training by means of seminars and training courses both in Moldova and abroad. ANRCETI specialists took part in a large number of workshops, trainings, conferences within EaPeReg network, in TAIEX missions, as well as in events organized by the International Telecommunications Union (ITU), the regulatory authorities of Spain, Georgia, Poland, Hungary, Turkey, Ukraine, Romania, Montenegro, Lithuania and Belgium. More information about ANRCETI's employee participation in similar events is available in Chapters **9.1 Partnerships and projects** and **9.2 Participation in European and international forums** of this Report. Six ANRCETI employees took online courses, organized by the ITU Academy: „New generation broadband access” and „Broadband mobile services”.