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## ADMINISTRATIVE BOARD

### DECISION

mun. Chisinau

of \_\_\_\_\_ 2010 \_\_

No. \_\_\_\_\_

#### **on measures meant to ensure the protection of users of public electronic communications services**

pursuant to Art 9 paragraph (1) section b) and u), Art.13 paragraph(1) section a) of the Law on Electronic Communications of November 15, 2007, for conformed enforcement of the provision of sub-section 2 of section10 of the Regulations on General Authorization Regime and License Issuance for the use of limited resources in the provision of electronic communications networks and/or services, approved by ANRCETI Administrative Board Decision no.10 of 28.08.2008, in accordance with the National Numbering Plan, based on paragraph 15 section b) of ANRCETI Regulations, approved by Government Decree no. 905 of July 28, 2008, with the view of user protection, the **Administrative Board** hereby

#### **DECIDES:**

1. Authorized providers of public electronic communications networks and/or services shall ensure free access of end users to customer relations services via telephone numbers of „0800xxxxx” form (Free phone) free of charge.
2. The Decision hereby shall enter in force on 01.08.2010 and shall be published in the Official Monitor of the Republic of Moldova.

**Chairman of the Administrative Board**

**Sergiu SITNIC**

**Board Members**

**Ion POCHIN**

**Iurie URSU**