

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

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2021

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ANRCETI Mission and Objectives for 2021

The National Regulatory Agency for Electronic Communications and Information Technology (ANRCETI) is the authority empowered to regulate activities in the field of electronic and postal communications, access to properties and shared use of infrastructure associated with public electronic communications networks. ANRCETI ensures the implementation of the strategies designed for the development of the mentioned fields, protects the legitimate interests of the end users, by promoting competition in the provision of electronic communications networks and services and postal communications, encouraging investments in infrastructure.

ANRCETI objectives for 2021 were focused on amending the Regulation on Electronic Communications Service Provision, establishing measures for *ex-ante* regulation of the market of access of end users, individuals and legal entities to a fixed location in the public telephone network, the market for traffic transit in public telephone networks, approval of statistical form for the service of filtering the Internet content with a negative impact on children, offered at the request of users by Internet service providers.

In 2021, ANRCETI paid special attention to the organization of the auction of licenses for the right to use radio spectrum resources in the 450 MHz frequency band, as well as free blocks in the e900 MHz and 2600 MHz bands, according to the Program for Radio Frequency Spectrum Management for 2021-2025, approved by Government Decision no. 987/2020.

At the same time, ANRCETI established the categories of radio frequencies the use of which is allowed without a license or a technical permit, changed the forms of statistical reports for providers of electronic communications networks and services and postal communications, amended the Methodology for Allocation of Production Costs for Postal Reserved and Unreserved Services, and the Methodology for Setting Tariffs for Services within the Scope of the Universal Postal Service.

ANRCETI, as the national regulatory authority in electronic communications, together with ANCOM (the National Authority for Administration and Regulation in Communications from Romania) provided the necessary technical support and expertise to the national policy authorities for the negotiation of the Agreement between the Government of the Republic of Moldova and The Government of Romania on reduction of the tariffs for the provision of international roaming services and international calls between the two countries. The Agreement was signed on February 11, 2022 in Chisinau and approved by the Government Decision no. 103/2022.

Another action carried out by ANRCETI in 2021, was the launch of the web application Comparator of offers for mobile services. This is an independent, unbiased and non-commercial tool, made available to end users, designed to guide them in selecting the best mobile electronic communications services.

1. Development of Normative Framework

1.1 Regulation of electronic communications activities

In order to fulfill the regulator's functions provided by the Law on Electronic Communications no. 241/2007, the National Agency for Regulation in Electronic communications and Information Technology (ANRCETI) develops and approves regulations according to the strategy of electronic communications development. By means of its regulations, ANRCETI promotes competition in the provision of electronic communications networks and services and postal services, contributes to the development of these markets, but also to the promotion of the end users legitimate rights and interests.

In 2021, ANRCETI developed and publicly approved the following regulatory acts:

1. Administrative Board Decision no. 04 of 30.03.2021 amending Administrative Board Decision no. 126 of 02.06.2009 on setting the categories of radio frequencies and radio equipment the use of which is permitted without obtaining a license or a technical permit.
2. Administrative Board Decision no. 05 din 30.03.2021 on approving the statistical form for the service of filtering the Internet content bearing negative impact on children, provided by Internet service providers at users' request.
3. Administrative Board Decision no. 06 of 30.03.2021 on approving the Special License Conditions for the use of radio frequencies/channels in the [470-694 MHz] frequency band for network provision within the terrestrial digital television system, national multiplex, and electronic communications services.
4. Administrative Board Decision no. 12 din 11.05.2021 on limiting the number of licenses for the use of radio frequencies in the 450 MHz band.
5. Administrative Board Decision no. 13 of 11.05.2021 on approving the Special License Conditions for the use of radio frequencies in the 450 MHz frequency band.
6. Administrative Board Decision no. 14 of 11.05.2021 on approving amendments to Special License Conditions for the use of radio frequencies/channels in the 2500-2690 MHz band, for the provision of public electronic communications mobile terrestrial broadband radio access networks and services.
7. Administrative Board Decision no. 15 of 11.05.2021 on approving the Terms of Reference for the auction of licenses for the use of radio frequencies in 450 MHz, e900 MHz and 2600 MHz bands.
8. Administrative Board Decision no. 23 of 22.07.2021 amending Administrative Board Decision no. 48/2013 for the approval of the Regulation on electronic communications service provision.
9. Administrative Board Decision no. 24 of 22.07.2021 on approving the Guidelines for the implementation of Law no. 245/2020, amending the Law on Electronic Communications no. 241/2007, with reference to open Internet access protection.

1.2 Regulation of relevant electronic communications markets

Potrivit Law on Electronic Communications no. 241/2007, ANRCETI identifies relevant markets and makes

market analysis to determine whether the relevant markets are sufficiently competitive and need special *ex-ante* obligations to be imposed, maintained, modified or withdrawn in relation to providers with significant market power on those markets.

ANRCETI performs market analysis based on the Regulation on Identification and Analysis of Relevant Electronic Communications Markets and Designation of Providers with Significant Market Power, approved by ANRCETI Administrative Board Decision no. 55/2008.

The Regulation describes the methodology for identifying relevant markets, the criteria and rules based on which ANRCETI analyzes the identified relevant markets and determines whether one or more providers have significant power in a particular relevant market. The list of relevant markets for electronic communications networks and/or services (one retail market and five wholesale markets) is defined by Administrative Board Decision no. 85/2009.

Thus, during the reporting period, ANRCETI finalized the analysis of Market 1 - the market for access of end users, individuals and legal entities, to a fixed location in the public telephone network (round V) and of Market 9 – market for traffic transit in public telephone networks (round VI).

Market for access of end users, individuals and legal entities, to a fixed location in the public telephone network

As a result of the analysis, ANRCETI concluded that this market is still subject to ex-ante regulation and JSC Moldtelecom continued to have significant power on this market, while the special preventive obligations previously imposed on JSC Moldtelecom for this market need to be maintained, with some exceptions (Administrative Board Decision no. 3 of 30.03.2021)

Market for traffic transit in public telephone networks

As a result of the analysis, ANRCETI's conclusion did not differ from the previous one in terms of market limits. The detailed analysis showed that JSC Moldtelecom continued to have significant power on market 9, and the special ex-ante obligations previously imposed on JSC Moldtelecom need to be maintained (Administrative Board Decision no. 38 of 19.11 .2021).

1.3 Regulation of postal communications activities

Pursuant to the Law on Postal Communications no. 36/2016, ANRCETI regulates the postal service market, developing and adopting regulatory acts, aimed at implementing the development strategy in this sector.

In 2021, a number of amendments to the Law on Postal Communications no. 36/2016, operated by Law no. 41/2020, came into effect, and namely:

- abrogation of Art. 28 Reserved postal services, thus the postal market being totally liberalized;
- modification of Art. 31 Particularities of the accounting of the universal postal service provider, by which the Methodology of production costs allocation for reserved and non-reserved postal services was renamed in the Methodology of production costs allocation for services within the scope of universal service and beyond that scope.

Thus, in order to bring in line the Methodology of production costs allocation for reserved and non-reserved postal services and the Methodology for setting tariffs for services in the field of Universal Postal Service with the amendments to Law no. 36/2016, ANRCETI approved Administrative Board Decision no. 39/2021 to approve modifications to some Administrative Board Decisions.

Taking into account the complete liberalization of the postal communications market, ANRCETI reviewed Administrative Board Decision no. 19/2016 on the statistical data reporting by providers of postal networks and services. Given that the statistical forms needed changes in both form and content, ANRCETI abrogated Administrative Board Decision no. 19/2016 and approved a new Administrative Board Decision, no. 33/2021, regarding the reporting of statistical data by postal service providers, which requires that postal communication providers fill in and present to ANRCETI 2 statistical forms regarding their activity.

2. Public Service Provision

2.1 Implementation of Single Window

In 2021, for the implementation of the single window principle, ANRCETI focused its work process on two directions of activity:

- removal of major obstacles to the implementation of the single window solution for obtaining or withdrawing permissive documents via the Automated Information System, and, unification and updating the information support related to obtaining permissive documents issued by ANRCETI through the Public Services Portal.

For the first direction of activity, as a result of ANRCETI's notification of the authorities in charge of coordinating and monitoring the process of implementation and development of the SIA GEAP single window platform, technical solutions were generated for applicants to submit, via the SIA GEAP, their applications for the extension, update, suspension, transfer and withdrawal/cancellation of permissive documents issued before the SIA GEAP platform was launched/implemented within the authority (generically called - historical permissive documents). As a result of the measures taken, in cooperation with the relevant institutions, ANRCETI started to introduce in the GEAP SIA the historical permissive acts, organizing this process in stages. At the moment, all the historical permissive documents within the section of general authorisation in the field of electronic communications section have already been processed.

As for the second direction of activity, intended to unify and facilitate the process of requesting/obtaining the right to provide networks and/or services in electronic or postal communications, or the right to use the limited resources of the state, by virtue of the status of a public service provider (issuer of permissive documents), ANRCETI, in 2021, prepared the Public Service Fiches and updated the content of the Public Service Portal in a new version, through active collaboration with the Electronic Governance Agency. As a result of these activities, the visitors of the portal can find on this platform the description of the services, the set of documents required for their provision, the time intervals during which they will be provided, costs and duration of implementation, contact details for additional information and forms of necessary documents, including fill-in instructions.

2.2 Authorisation of electronic communications activities

The provision of publicly available electronic communications networks and services is subject to the general

authorisation regime, pursuant to the Law no. 241/2007, without any decision or other administrative act, for an unlimited timeframe.

During 2021, ANRCETI examined 28 applications submitted by legal entities, of which 15 were processed VIA THE Single Window. Out of the total number of applications submitted - 17 persons indicated their intention to provide electronic communications networks and services, being subsequently registered in the Public Register of Electronic Communications Providers, and 11 - modified their initially submitted notification.

Of the 17 new entrants to the electronic communications market, 7 chose to provide both electronic communications networks and public services, and 10 - only electronic communications services.

Thus, at the end of December 2021, the Public Register of Electronic Communications Providers listed 365 providers of publicly available electronic communications networks and services, by 26 providers less than at the end of the previous year. This decrease is explained by the fact that some of the suppliers gave up this activity, and some were sanctioned by ANRCETI, being withdrawn the right offered by the general authorization due to failure to fulfill their obligations established by the legislation in force.

2.3 Authorisation of postal communications activities

The authorisation of postal service provision was carried out by ANRCETI pursuant to the general authorisation regime applicable to postal communications, as provided by Law on Postal Communications no. 36/2016.

The general authorization regime in the field of postal communications is a legal regime that allows the provision of postal services without any decision or other administrative act for an unlimited period.

In 2021, ANRCETI registered 13 new economic entities intending to operate in postal communications, while 2 providers decided to stop operation.

Thus, at the end of December 2021, 56 providers were registered in the Public Register of Postal Service Providers, by 11 providers exceeding the previous year's number.

2.4 Licensing the use of numbering resources for the provision of electronic communications networks and services

In 2021, based on declarations/applications submitted by the authorized providers, ANRCETI issued 27 licenses for the use of numbering resources in the provision of publicly available electronic communications networks and services, 9 licenses of which were processed via the Single Window.

ANRCETI also extended the validity terms of 44 licenses, renewed 7 licenses previously obtained by suppliers and withdrew/declared void 8 licenses.

In the reporting timeframe, 12116 numbers were allocated to providers, of which:

- 1) 10300 numbers – for services provided at fixed locations by the following providers:
 - 7000 numbers - Starnet LLC,
 - 2000 numbers - JV Iristel Mol. And Voip Soluție LLC
 - 500 numbers - I.P. S.T.I.S.C,

- 400 numbers - Moldtelecom JSC and CC Click Com LLC,
- 400 numbers - Arax –Impex LLC, Devino Telecom LLC, Diginet Pro LLC and Anfroline LLC

2) 1800 numbers – numbers independent of location allocated to JV Orange Moldova JSC

3) 16 numbers – for other categories of services (access codes, short national numbers).

The total of numbers ANRCETI allocated to providers during 2021 reached 7,999,854 numbers. Of these - 6,280,000 numbers are used for services provided at mobile locations, 1,701,560 numbers - for services provided at fixed locations, and 18,294 are numbers for other types of services (location-independent numbers, Freephone, Premium Rate, access codes, national numbers short, etc.)

It should be noted that, during 2021, licenses for the use of 1,010,317 thousand numbers were extended, among which:

- 1) 950 000 for services provided at mobile locations, namely:
 - 500 000 numbers – JV Orange Moldova JSC
 - 300 000 numbers – JV Moldcell JSC
 - 150 000 numbers - Moldtelecom JSC
- 2) 56 100 numbers – for fixed local telephony;
- 3) 4200 numbers - independent of location;
- 4) 17 numbers - pentru other categories of services (national short numbers).

At the same time, at the request of providers, more than 112 numbers from different categories of numbering resources were withdrawn, while some providers whose licenses expired in 2021 did not apply for their extension.

2.5 Licensing the use of radio channels/frequencies for the provision of electronic communications networks and services

The Agency issues to the providers, authorized under the conditions of the Law on Electronic Communications no. 241/2007, licenses for the use of radio frequencies and channels to be used in the provision of electronic communications services, in compliance with certain technical parameters provided by the license conditions.

In 2021, based on the applications submitted by authorized providers, ANRCETI issued 17 licenses for the use of radio frequencies/channels for the provision of publicly available electronic communications networks and services and also updated 6 licenses previously obtained by providers. As well, the regulator amended an Annex to a license for the use of radio channels and extended 3 previously obtained licenses.

2.6 Categories of radio frequencies or equipment not subject to licencing and/or general authorisation regime

In accordance with art. 26 (12) of the Law on Electronic Communications no. 241/2007, by Administrative Board Decision no. 126/2009, ANRCETI established the categories of radio frequencies or radio equipment the use of which as follows:

- a) under the general authorization regime, without obtaining a license for the use of radio frequencies and/or channels or a technical permit;
- b) without a license for the use of radio frequencies and / or channels or the technical permit and without

being subject to the general authorization regime, namely:

- short radio devices (SRD) intended for non-specific applications;
- SRD intended for locating, tracking and acquiring data;
- SRD and equipment for wireless broadband data transmission systems;
- SRD for railway applications;
- SRD intended for traffic control and road safety systems;
 - SRD for radiodetermination applications;
 - SRD for alarm systems (including social alarms);
 - SRD designed to control the movement of models;
 - SRD for inductive applications;
- Radiomicrophones, including hearing aids for people with hearing impairments;
- SRD for radio frequency identification (RFID);
- Active medical implants and their associated peripherals;
- Applications for the acquisition of medical data;
- Other bands and radio equipment.

SRDs are radio transmitters used in telecommunications to transmit information that have a low capacity to cause harmful interference to other radio equipment.

The harmonized conditions of use for each category of radio frequency radio channels and/or equipment, mentioned in the Administrative Board Decision of ANRCETI no.126/2009, are established by the specialized Central Body.

Permisul tehnic

There are certain types of radiocommunication stations, which operate on frequencies, the use of which, according to the provisions of art. 43 (1) of Law no. 241/2007, is authorized only on the basis of technical permits, which are issued by ANRCETI. These are radiocommunication stations for individual and corporate needs, including amateur radio stations, electrical networks, security systems, etc., for occasional transmissions, including satellite, associated technology, or are used for radio relay networks within electronic communications networks, as well as other types of radiocommunication stations not covered by the above.

In 2021 ANRCETI issued 86 technical permits for amateur radio stations and 30 technical permits - for other types of radio stations.

2.7 Certification of radio-amateurs

The radio amateur activity usually consists of:

- 2) construction, installation, testing and use of amateur radio stations;
- 3) conducting studies and experiments in the bands allocated to radio amateurs;
- 4) making radio connections with other radio amateurs in the country and abroad;
- 5) participation in various national and international competitions in this area.

Radio amateurs acquire this status by taking exams, in which a special Commission, consisting of representatives of MIDR, ANRCETI, SNMFR and other public institutions, verifies the level of the specific knowledge required. The Commission is performing its activities in accordance with the commitments that

the Republic of Moldova assumed by signing a cooperation agreement with the European Conference of Postal and Telecommunications Administrations (CEPT), of which it has been a member since 1992.

ANRCETI issues, according to art. 10 (1) d) of Law no. 241/2007, amateur radio certificates, corresponding to categories "A," B and "C":

- 1) Category A – advanced radioamator;
- 2) Category B - basic radioamator;
- 3) Category C – beginning radioamator.

According to CEPT Recommendation T/R 61-02, the certificates issued for class A and B are equivalent to the CEPT HAREC certificate and correspond to the CEPT qualification category 1, and according to the CEPT Recommendation ECC 05 (06), the certificate for class C is equivalent to the CEPT certificate Novice.

In 2021, the Examination Commission for amateur radio certificates organized 1 examination session, during which seven candidates were examined. The exam was successfully passed by seven candidates, who obtained the corresponding certificates from ANRCETI.

3. Monitoring and Control

3.1 Ensuring application of the law on access to properties and shared use of infrastructure associated with public electronic communications networks

During 2021, ANRCETI provided methodological support to public and private entities, in order to develop and establish the conditions for access on properties, including the tariffs for access. In this regard, ANRCETI accepted 14 conditions of access to public property, which were published on the official website of the authority, being in advance examined and brought in line with the legal provisions by the holders of the right of administration. Thus, ANRCETI ensured the methodological expertise of the calculations of the access tariff, including the verification of direct costs included in the access tariff, at the stage of establishing the access conditions by the holders of ownership/administration, in coordination with the providers involved. At the end of 2021, 190 public access conditions were published on the website www.anrceti.md.

During the reporting timeframe, ANRCETI received 201 copies of the contracts of access to public property, concluded under the conditions of Law no. 28/2016, between different public entities and electronic communications providers. Out of the total number of access contracts concluded in the previous year - 164 contracts were concluded by JSC Moldcell, 32 contracts belong to JSC Moldtelecom, 3 contracts were signed by JSC Orange Moldova, and 2 by LLC Sun Communications.

The total number of access contracts registered in the Register of access contracts of ANRCETI during 5 years is 1163. Of the total number of concluded access contracts, 542 contracts were concluded with local public authorities, 355 contracts were concluded with private entities, while 266 contracts belong to public entities.

In 2021, out of the total of those contracts, 143 were concluded with private entities, 31 - with public entities, and 27 - with local public authorities. 2021, The evolution of the process of contracts conclusion for access to properties, sent to ANRCETI, during the years 2017-2021, is shown in Table no.1.

Table no. 1. Number of access contracts concluded during the years 2017-2021

Year	Number of received contracts	Number of expired contracts	Number of extended contracts	Number of contracts at the end of the year	Cumulative number of contracts
2017	500	-	-	500	500
2018	304	-	-	304	804
2019	38	6	5	37	841
2020	147	31	8	124	965
2021	201	18	15	198	1163

The percentage distribution of access contracts concluded by providers shows that most access contracts (62%) are concluded by JSC Moldtelecom, 17% by JSC Moldcell, 15% by JSC Orange Moldova and LLC Sun Communications, the rest belonging to other providers. (Chart 1).

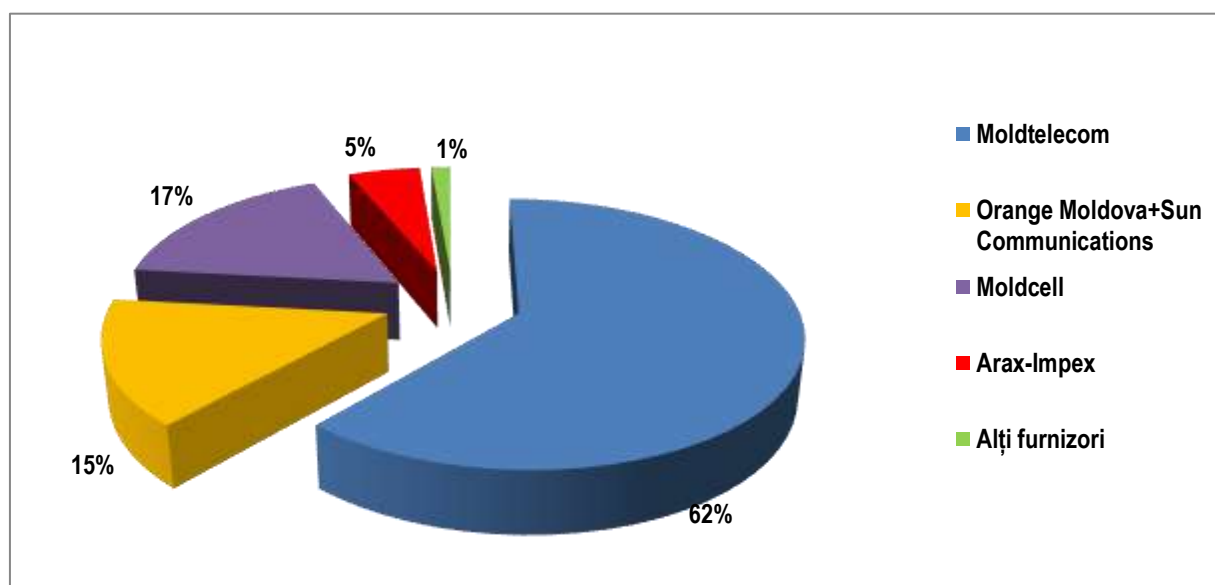


Chart no. 1 Percentage distribution of access contracts per provider, in the period 2017-2021

The findings of monitoring the application of the provisions of Law no. 28/2016 by the entities involved, revealed non-compliance by the holders of the right to manage private and common property, including in the condominium, to the rules imposed by Law no. 28/2016 regarding establishing the amount of the access tariff and concluding the access contracts. In this regard, ANRCETI intervened, according to its competence, organizing and conducting 6 working meetings with the providers JSC Moldtelecom, JSC Orange Moldova, LLC StarNet and LLC ITNS. These meetings were attended by some private property and condominium administrators; they discussed issues regarding obtaining access to properties. At the same time, ANRCETI made on-site trips, with the direct participation of the provider, to ascertain and evaluate the factual situation, as well as in order to establish the optimal solutions for the access issue.

Also, in 2021, ANRCETI continued to make every effort to defend the rights of providers, in courts, regarding the provision of access conditions by the holders of the right of administration, which is an obligation imposed by Law no. 28/2016

Therefore, in 2021, ANRCETI decisions, issued to oblige the property holders to make their access conditions transparent, were the subject of 5 actions in administrative court, of which: 3 ended with the

issuance of court rulings, which rejected the claims of the holders, as unfounded. The other 2 lawsuits are to be resolved during 2022.

At the same time, ANRCETI was involved as an ancillary party in 5 lawsuits, in which the parties include the providers and holders of the right of property administration (as a rule public/local authorities/institutions). The subject of the lawsuits was the refusal of the latter to provide access to the properties or conclude access contracts. Out of the total number of lawsuits, 3 cases were finalized, one of which in the disfavor of the provider (the first court ruled that the refusal of the local public administration authority to grant access is justified - the court's decision is not final), the other 2 were finalized by pronouncing court acts in favor of providers. Oother 2 lawsuits are to be examined and resolved during 2022.

So, the application of Law no. 28/2016, by resolving litigations in court for the year 2021, indicates a continuous improvement of the effectiveness of the judicial mechanisms for ascertaining the legality of ANRCETI actions/decisions.

Also, during the reporting period, ANRCETI examined 175 letters from electronic communications providers, public/private institutions and central and local public authorities regarding the application of the provisions of Law no. 28/2016. The most frequently addressed topics are:

- requesting clarifications related to the calculation of the access tariff and the procedure for concluding access contracts,
- providing methodological assistance regarding the establishment of access conditions on properties;
- refusal to sign the access contract by public and private entities, requesting the dismantling of equipment/networks on their buildings.

3.2 Verification of fulfillment of obligations, imposed on providers with significant market power on relevant electronic communications markets

In order to promote competition and ensure the necessary conditions for the development of the electronic communications services market, in 2021 ANRCETI continued to monitor the compliance with special ex-ante obligations imposed on providers with significant market power, by verifying direct and indirect interconnection agreements, the application of regulated tariffs for call termination in mobile voice networks, in particular obligations aimed at ensuring the transparency of terms, technical and commercial conditions contained in reference offers and access and interconnection agreements, presented by electronic communications providers.

During 2021, ANRCETI found that JSC Moldcell did not change the tariff for call termination in its mobile network in the Reference Interconnection Offer, the Direct Interconnection Standard Agreement and the Indirect Interconnection Standard Agreement, published on its website, in accordance with the amendments to the Regulations on the Designation of Providers with Significant Power in the market for voice call termination in their own mobile voice networks (Market 7, round 5), implemented starting with 01.09.2020. Also, JSC Orange Moldova did not make any changes to the tariff for call termination in its mobile network in the Direct Interconnection Standard Agreement, placed on its website, but in the Reference Interconnection Offer and in the Indirect Interconnection Standard Agreement, the provider supplemented the structural elements of the acts, introducing some comments, which fall in line with the legal framework in force. As required by ANRCETI, the mentioned providers removed the infringements and updated the reference offer and the standard direct and indirect interconnection agreements, placing their new wordings on their official pages. At the same time, we note that all mobile communications providers have modified the basic interconnection agreements with additional agreements, in accordance with the new regulations in force, so

that the maximum price that can be charged by the offering provider is effectively applied.

During the reporting period, 2 direct interconnection agreements (JSC Moldtelecom) and 5 indirect interconnection agreements (JSC Moldcell - 3 and JSC Orange Moldova - 2) were submitted to ANRCETI. The total number of direct interconnection agreements registered with ANRCETI is 44, and the total number of indirect interconnection agreements - 79.

Table no. 2. Number of direct and indirect interconnection agreements per provider

Direct and indirect interconnection agreements per provider				
Furnizori	Direct interconnection agreements		indirect interconnection agreements	
	de bază	adiționale	de bază	adiționale
Moldtelecom	31	111	-	-
Orange Moldova	9	52	35	31
Moldcell	4	37	44	37
TOTAL	44	200	79	68

In 2021, 9 basic agreements for the use of physical duct infrastructure, concluded between JSC Moldtelecom and:

- ✓ Customs Service of the Republic of Moldova
- ✓ General Inspectorate of Border Police
- ✓ South Customs Office
- ✓ MAI Information Technology Service
- ✓ East Regional Directorate of the General Inspectorate of Border Police
- ✓ I.P. Information Technology and Cyber Security Service
- ✓ LLC Metical
- ✓ Intelligence and Security Service of the Republic of Moldova
- ✓ B.C.Moldindconbank JSC

The information presented by the electronic communications providers regarding the basic agreements for the use of the physical duct infrastructure, for 2021, shows a constant increase in the number of additional agreements, necessary due to the installation of new cable networks underground and the repositioning of the existing ones inside the duct infrastructure.

According to the data presented, 54 new additional agreements were signed in the reporting year. As a result, the total number of basic agreements was 59 and the number of additional agreements to them was 258, by the end of the year. Chart 2 reflects the evolution of the conclusion of basic agreements for the use of physical ducts infrastructure and additional agreements to them, recorded in ANRCETI's register.

(Chart 2).

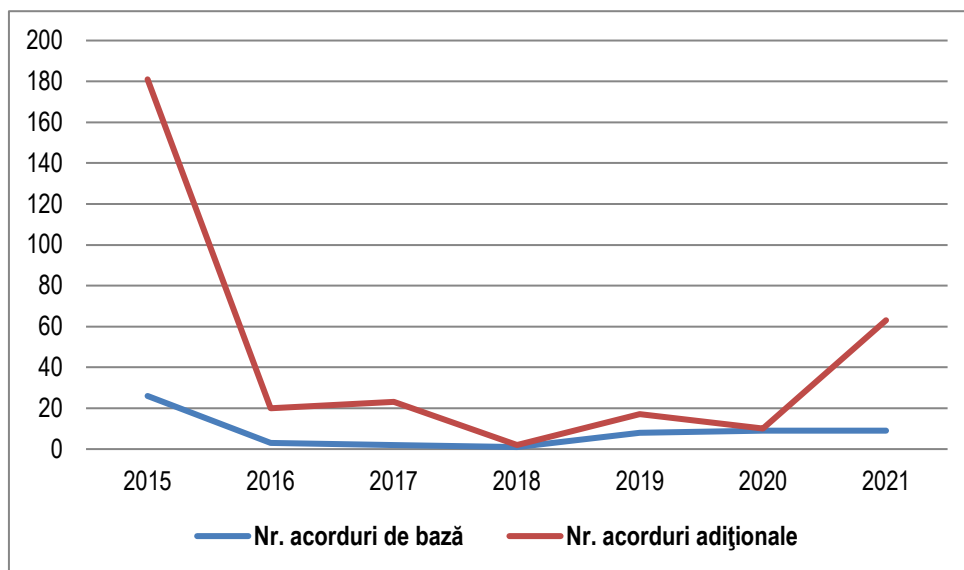


Chart 2. Total number of basic and additional agreements for the use of physical duct infrastructure

In 2021, ANRCETI received 3 basic agreements for the use of the physical infrastructure of pillars concluded by JSC Moldtelecom with the General Inspectorate of the Border Police, I.P. Information Technology and Cyber Security Service and LLC Innovation Prim.

The number of additional agreements to the basic ones for the use of pillar infrastructure has been supplemented with 39 new agreements. Thus, the total number of basic pillar physical infrastructure agreements is 37, and the number of additional agreements to them - 135. The evolution of valid, basic and additional agreements for the use of physical pillar infrastructure is represented in Chart 3.

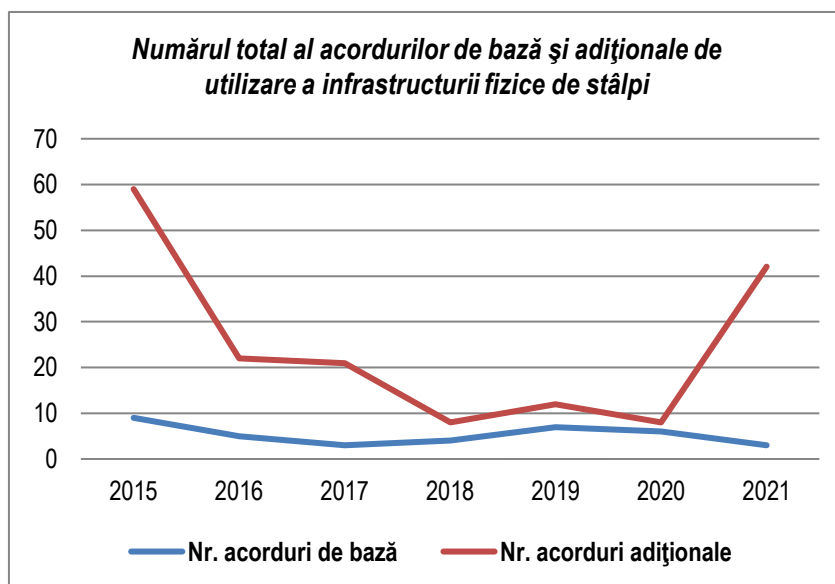


Chart 3. Total number of basic and additional agreements for the use of physical pillar infrastructure

3.3 Monitoring the use of numbering resources

Pursuant to the applicable electronic communications legislation, ANRCETI is empowered to manage the telephone numbering resources in the National Numbering Plan and allocate them to electronic

communications networks/service providers, who use them for their own needs, provide them to subscribers or other persons authorized to provide public services.

In 2021, ANRCETI monitored the use of numbering resources allocated to electronic communications networks/service providers, verifying their compliance with the conditions and rules of use, established in the Procedure of Numbering Resource Administration, approved by Administrative Board Decision no. 58/2010.

Thus, out of the total number of providers (34), which are liable to report on the use of numbering resources for 2021, 30 entities complied with that obligation, while four – neglected it.

The analysis shows that 29 providers use numbering resources for electronic communications networks and services provided at fixed locations, three providers – for services provided at mobile locations, and 13 providers use numbers for other services. (Independent of location, Freephone services, Premium rate, etc. from number ranges 1, 3, 8 and 9).

Detailed information on the use of numbering resources is reflected in the tables below.

Table no. 3. List of electronic communications providers that use numbering resources for electronic communications networks and services provided at fixed locations

	Provider	Allocated numbers	Used numbers
1.	JSC Moldtelecom	1444460	919987
2.	LLC Starnet Soluții	77500	53625
3.	JSC Orange Moldova	55400	23731
4.	LLC Sun Communications	40400	7652
5.	LLC Arax Impex	26300	13667
6.	Other providers (24 providers)	57260	19494
	Total	1701320	1038156

Table no. 4. List of electronic communications providers that use numbering resources for electronic communications networks and services provided at mobile locations

	Provider	Allocated numbers	Used numbers
1.	JSC Orange Moldova	3400000	2764568
2.	JSC Moldcell	2200000	1509358
3.	JSC Moldtelecom	680000	543106
	Total	6280000	4817032

Table no. 5. List of electronic communications providers that use numbering resources for other services (Independent of location, Freephone services, Premium rate, etc. from number ranges 1, 3, 8 and 9)

	Provider	Allocated	Used numbers
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		numbers	
1.	JSC Moldtelecom	4051	1600
2.	JSC Moldcell	3800	3332
3.	JSC Orange Moldova	3318	2876
4.	ARAX-IMPEX LLC	320	12
5.	Global Network Technology LLC	2	2
6.	Pro ContextLLC	600	1
7.	SPICE TELECOMLLC	140	45
8.	STARNET SOLUȚII LLC	2002	495
9.	VOIP SOLUȚIE LLC	1101	23
10.	FLY ONELLC	10	1
11.	Net-Connect Internet LLC	2000	2
12.	Iristel MolLLC	1001	3
13.	I.P.STISC	10	1
	Total	18355	8393

Out of the total of 6,280,000 numbers allocated to electronic communications networks/service providers for mobile voice services, 4,817,032 numbers (76.7%) were in use at the end of the reporting period, while out of 1,701,320 numbers allocated to electronic communications network/services providers for fixed voice services, 1,038,156 numbers (61%) were in use. Out of 18 345 numbers assigned for other services (independent of location, Freephone, Premium rate, etc. from strings 1, 3, 8 and 9), 8392 numbers (45.75%) were in use.

The data on the level of numbering resources use for electronic communications networks/services provided at mobile and fixed locations in the last two years can be found in Chart 4.

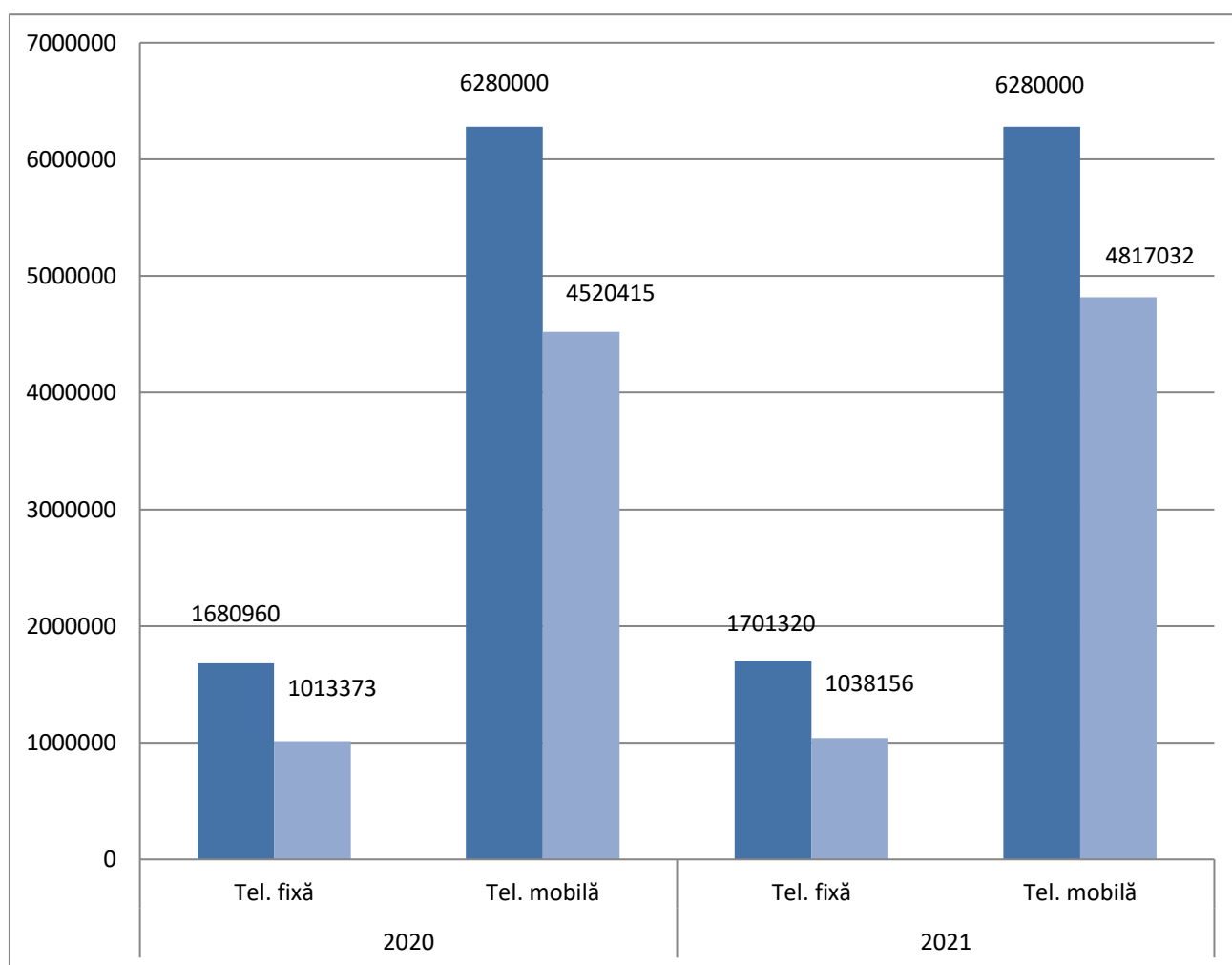


Chart 4. Level of numbering resources use for electronic communications networks/services provided at mobile and fixed locations in the timeframe 2020 – 2021

Compared to 2020, in 2021 there is a slight increase in the level of use of numbering resources for electronic communications networks/services provided at mobile and fixed locations.

3.4 Control over the quality of electronic communications services

In the reporting year, ANRCETI continued to monitor the compliance of providers of electronic communications networks and services with the provisions of Administrative Board Decision no. 10/2019 on quality indicators for publicly available electronic communications services.

According to this Decision, the providers of electronic communications networks/services are liable to measure and present to ANRCETI the information regarding the following indicators:

1) Administrative Quality Indicators:

- supply time for initial networks connection to the public electronic communications network and service provision;
- frequency of customer complaints;
- frequency of complaints on faults;
- fault repair time;
- frequency of billing complaints;

- time of solving customer complaints other than referring to faults;
 - response time for operator services.
- 2) Technical quality indicators:
- indicators related to broadband data transfer services provided by public terrestrial networks with access to fixed locations or limited mobility, such as: data transfer rate, packet transfer delay, variation of packet transfer delay, packet loss ratio;
 - indicators related to voice services provided via terrestrial public cell mobile networks, such as: unsuccessful call ratio, dropped call ratio, call setup time, SMS delivery rate, Mean Opinion Score, voice services coverage rate;
 - indicators related to broadband data transfer services provided via public terrestrial cell mobile networks, which involve packet data transfer rate, packet data loss rate, data transfer coverage rate for population and public roads;
 - level of radio coverage for electronic communications networks;
 - availability of public terrestrial cell mobile network, its ability to functions under the established operating conditions in order to ensure network access and provision of the electronic communications services for which the network is intended.

The share of presentation of the mentioned information, in 2021, makes 87%, a fact that proves the conformity of a major number of providers to the provisions of Administrative Board Decision no. 10/2019.

The information on technical quality indicators for voice and short SMS messaging services provided via terrestrial mobile public networks and the broadband data transfer service provided via terrestrial mobile cell public networks were presented by the 3 mobile voice providers - JV Moldcell, JSC Moldtelecom and JV Orange Moldova.

In this context, we specify that the technical quality indicators target three types of services:

- 1) voice and short SMS messaging services provided via terrestrial mobile public cell networks;
- 2) broadband data transfer service provided by public terrestrial cell mobile networks;
- 3) broadband data transfer service provided through terrestrial public networks with access at fixed locations or with limited mobility.

Following the analysis of the values of the technical quality indicators, ANRCETI states the following:

- 1) The values of the quality parameters related to voice and short SMS messaging services provided via terrestrial cell mobile public networks are presented in Table no. 6

Table no. 6. Values of the quality parameters related to voice and short SMS messaging services provided via terrestrial cell mobile public networks

Quality parameter		Average value recorded					
Drop call ratio (RBA), [%]		Moldcell		Moldtelecom (Unite)		Orange Moldova	
		Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021
Appreciation	Reference values						

Very good	$RBA \leq 0,7$	0,042	0,11			0,001	0,002
Good	$0,7 < RBA \leq 1,4$						
Satisfactory	$1,4 < RBA \leq 2$						
Unsatisfactory	$RBA > 2$			3,28	7,3		
Unsuccessful call ratio ($RA\hat{I}$), [%]		Moldcell		Moldtelecom (Unite)		Orange Moldova	
Appreciation	Reference values	Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021
Very good	$RA\hat{I} \leq 0,7$	0,251	0,29	0,09	0,05	0,12	0,08
Good	$0,7 < RA\hat{I} \leq 1,4$						
Satisfactory	$1,4 < RA\hat{I} \leq 2$						
Unsatisfactory	$RA\hat{I} > 2$						
Call setup time – Average network setup time (), [s]		Moldcell		Moldtelecom (Unite)		Orange Moldova	
Appreciation	Reference values	Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021
Very good	$\overline{T_{SA}} \leq 5$					2,53	2,63
Good	$5 < \overline{T_{SA}} \leq 10$	7,1	7,27	6,0	5,9		
Satisfactory	$10 < \overline{T_{SA}} \leq 20$						
Unsatisfactory	$\overline{T_{SA}} > 20$						
Rate of short SMS messages successfully delivered within 60 seconds of sending the message (RSMS), [%]		Moldcell		Moldtelecom (Unite)		Orange Moldova	
Appreciation	Reference values	Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021
Very good	$RSMS \geq 98,3$	98,5	98,7	98,87	99,05	100	99,99
Good	$96,6 \leq RSMS < 98,3$						
Satisfactory	$95 \leq RSMS < 96,6$						
Unsatisfactory	$RSMS < 95$						
Quality of voice evaluated according to MOS		Moldcell		Moldtelecom (Unite)		Orange Moldova	
Average value of the MOS on the network		Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021	Semester 1, 2021	Semester 2, 2021
Appreciation	Reference						

	values						
Very good	$MOS \geq 4$			-	-		
Good	$3,5 \leq MOS < 4$	3,64	3,7	-	-	3,8	3,8
Satisfactory	$3 \leq MOS < 3,5$			-	-		
Unsatisfactory	$MOS < 3$			-	-		

- 2) The values of the quality parameters related to the broadband data transfer service provided by public terrestrial cell mobile networks are reflected in Table no. 7.

Table no. 7. Values of the quality parameters related to the broadband data transfer service provided by public terrestrial cell mobile networks

				Average value recorded		
Data transfer speed						
Promoted data transfer speed [Mbps]				Moldcell	Moldtelecom (Unite)	Orange Moldova
	Download			300	175	300
	Upload			50	50	50
Maximum estimated data transfer speed [Mbps]	UMTS	Download	26,2	33,54	27,35	
		Upload	14,0	4,2	3,8	
	LTE	Download	264,2	165,102	129,36	
		Upload	50,1	45,28	46,06	
Average download data transfer speed ($\overline{V_{DL(r)}}$), [kbps]				Moldcell	Moldtelecom (Unite)	Orange Moldova
Appreciation	Reference values					
Very good	$\overline{V_{DL(r)}} \geq 10\,240$			46 172,00	28 183,35	85 569.39
Good	$10\,240 > \overline{V_{DL(r)}} \geq 6\,144$					
Satisfactory	$6\,144 > \overline{V_{DL(r)}} \geq 2\,048$					
Unsatisfactory	$\overline{V_{DL(r)}} < 2\,048$					
Average upload data transfer speed ($\overline{V_{UL(r)}}$), [kbps]				Moldcell	Moldtelecom (Unite)	Orange Moldova
Appreciation	Reference values					
Very good	$\overline{V_{UL(r)}} \geq 3\,072$			10 031,3	11 894,35	38 129,96
Good	$3\,072 > \overline{V_{UL(r)}} \geq 1\,024$					
Satisfactory	$1\,024 > \overline{V_{UL(r)}} \geq 512$					
Unsatisfactory	$\overline{V_{UL(r)}} < 512$					

Full WEB page download time – average network time value ($\overline{T_{WEB(r)}}$), [s]		Moldcell	Moldtelecom (Unite)	Orange Moldova
Appreciation	Reference values			
Very good	$\overline{T_{WEB(r)}} \leq 5$	2,63		1,46
Good	$5 < \overline{T_{WEB(r)}} \leq 10$		7,7	
Satisfactory	$10 < \overline{T_{WEB(r)}} \leq 15$			
Unsatisfactory	$10 < \overline{T_{WEB(r)}} \leq 15$			
Packet data transfer delay – Average network value ($\hat{\overline{T_{PD(r)}}$), [ms]		Moldcell	Moldtelecom (Unite)	Orange Moldova
Appreciation	Reference values			
Very good	$\hat{\overline{T_{PD(r)}}} \leq 50$			24,9
Good	$50 < \hat{\overline{T_{PD(r)}}} \leq 100$	65,85	51,17	
Satisfactory	$100 < \hat{\overline{T_{PD(r)}}} \leq 150$			
Unsatisfactory	$\hat{\overline{T_{PD(r)}}} > 150$			
Data package loss ratio – average network value ($\overline{RP_{PD(r)}}$), [%]		Moldcell	Moldtelecom (Unite)	Orange Moldova
Appreciation	Reference values			
Very good	$\overline{RP_{PD(r)}} \leq 1$	0,94	0,1	0,04
Good	$1 < \overline{RP_{PD(r)}} \leq 2$			
Satisfactory	$2 < \overline{RP_{PD(r)}} \leq 3$			
Unsatisfactory	$\overline{RP_{PD(r)}} > 3$			

3) Broadband data transfer service provided by public terrestrial networks with access to fixed locations or limited mobility.

We notice that for this service the values of the quality parameters are presented depending on the type of access network/technology - FTTx, Ethernet, xDSL, GPON, DOCSIS. According to the information provided by the providers, we find that the most common access technologies are FTTx and Ethernet, the average values of the data transfer speeds through these technologies are presented in Table no. 8.

Table no. 8. Average values of data transfer speeds for access technologies FTTx and Ethernet.

Quality parameter	Average value recorded	
Promoted data transfer speed, [Mbps]		
FTT _x	Download	159,5
	Upload	170,2

Ethernet	Download	209,1
	Upload	207,3
Normally available data transfer speed, [Mbps]		
FTTx	Download	193,2
	Upload	196,1
Ethernet	Download	181,3
	Upload	181,5
Minimum data transfer speed, [Mbps]		
FTTx	Download	91,7
	Upload	92,1
Ethernet	Download	100,0
	Upload	101,2
Maximum data transfer speed, [Mbps]		
FTTx	Download	246,8
	Upload	250,1
Ethernet	Download	336,5
	Upload	335,3

3.5 Monitoring the evolution of telephone number portability

Number portability is the service provided to users of electronic communications services, enabling them to keep their phone number when they switch to another provider. This service gives users the freedom to choose their provider and the ability to contract good quality services at more convenient prices.

In 2021, 86 413 telephone numbers were ported, of which: 85340 (about 99% - mobile phone numbers and 1073 (about 1%) - fixed phone numbers, showing an increase by 17983 numbers in the total number of ported numbers.

The monthly average of ported numbers was increasing, compared to the previous year, from 5702 in 2020 to 7201 in 2021. Most numbers were ported in September, December and January: 8410, 8326 and 8070, accordingly.

Of the 85 340 mobile phone numbers ported in 2021, most - 32577 (about 38%) were ported to Moldtelecom (Unite) network. 31 876 numbers (about 37%) were ported to Moldcell network, and 20887 (about 25%) - to Orange Moldova network. (Chart no. 5)

At the same time, out of the 1073 ported fixed voice numbers, most were ported to the networks of companies Starnet Solutions - 295 numbers (about 27%), Moldtelecom - 267 numbers (about 25%), Orange Moldova - 211 numbers (about 20%) and Moldcell - 146 numbers (about 13%). 154 (about 15%) numbers were ported to the networks of other providers.

During the 8 years since number portability was implemented in the Republic of Moldova, a total of 428 191 numbers were ported between networks, of which: 405 502 - mobile numbers and 22 689 – fixed voice

numbers.

Chart 5 shows the evolution of the mobile and fixed number portability process in 2017 – 2021.

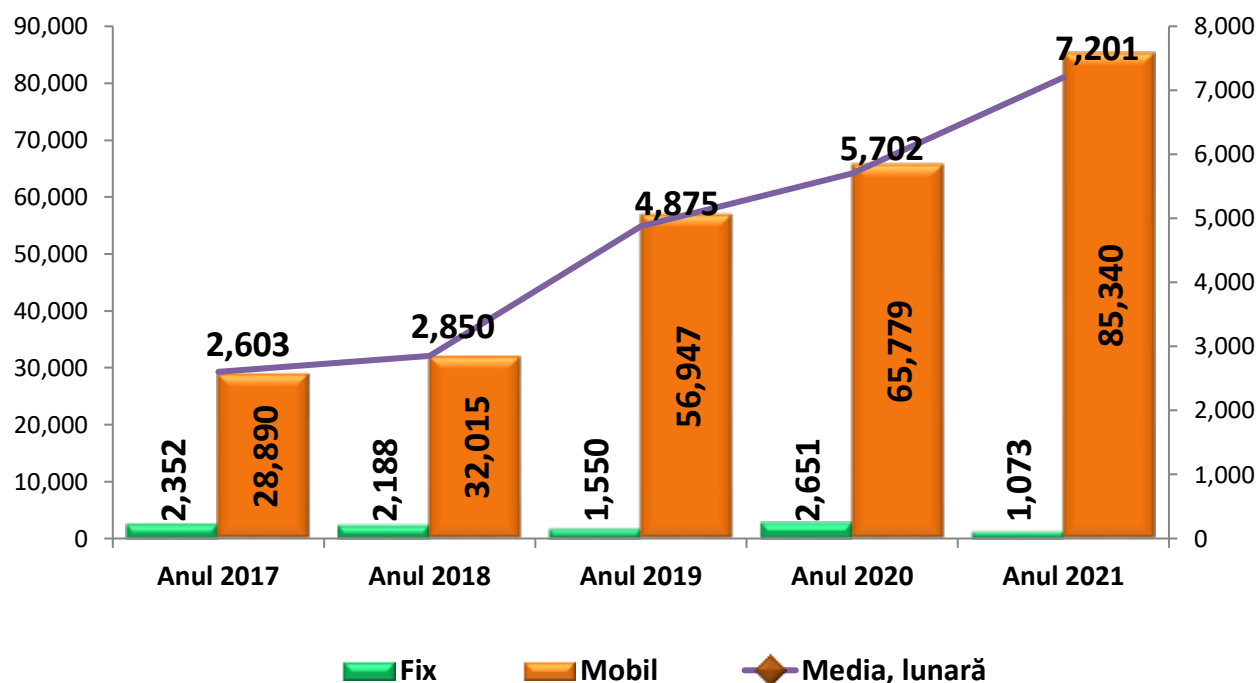


Chart 5. Evolution of the mobile and fixed number portability process and monthly average in 2017 – 2021

ANRCETI is monitoring the evolution of number portability and provides support to the electronic communications providers in the porting process, in accordance with the regulations in force.

Users of electronic communications services can obtain details about the number portability procedure accessing the website www.portare.md. The site also includes a search engine, which is used to find out in which network any telephone number operates, even if it has been ported.

3.6 Control over compliance with the legislation and regulations in the fields of electronic and postal communications

In 2021, the control activities performed by ANRCETI were focused on:

- analysis of the information contained in documents with various topics received from individuals, legal entities, but also from public institutions;
- supervising the providers compliance with the requirements prescribed by the regulatory acts issued by ANRCETI;
- informing the providers about their rights and obligations based on the general authorization, the provisions of the new normative and regulatory acts approved by ANRCETI Administrative Board.

In accordance with the Control Plan for 2021, ANRCETI performed 50 checks in the field of electronic communications and post, of which 48 were planned and 2 – unannounced.

As a result of the checks performed, ANRCETI inspectors found various violations of the legislation in the field of electronic communications, namely:

- non-compliance with the general authorization conditions;
- failure to submit statistical reports within the established deadlines;
- failure to timely submit reports on revenues from electronic communications or inaccurate information submitted in the reports.

As a result of the checks, ANRCETI issued 21 prescriptions, which provided deadlines for remedying the violations. All the detected violations were remedied during the check itself or within the deadlines set by ANRCETI.

3.7 Finding and examining contraventions

During the reporting period, ANRCETI, in its capacity of a body empowered to ascertain contraventions in the areas of its competence, found 76 contraventions, which were reflected in 76 reports. The contravention cases initiated by ANRCETI concerned 52 legal entities and 24 individuals.

The contravention cases were started based on the following grounds:

- 62 notifications received from providers of electronic communications networks and services, public order enforcement bodies and other competent bodies (Moldtelecom, Starnet, IP Ialoveni, IP Ungheni, IP Centru, IP Buiucani, LLC „Metical , ME „Orange, IP Criuleni, IP Ștefan Vodă, SE,, Radiocomunicații, IP Leova, Audiovisual Council, IP Râșcani, IP Botanica, IP Orhei);
- 14 self-notifications of ANRCETI.

The total number of contraventions detected in the previous year can be divided according to the illicit deeds provided and sanctioned according to the Contravention Code (CC) of the Republic of Moldova no. 218/2008, as follows:

- 42 reports, stating the contravention provided and sanctioned according to art. 250 (6) of the CC (breach of rules for the protection of electronic communications lines and installations);
- 17 reports, stating g contravention provided and sanctioned according to art. 247 (1) of the CC (non-compliance with the general authorization conditions by providers of electronic communications networks/services);
- 5 reports, stating the contravention provided and sanctioned according to art. 250 (2¹) of the CC (neglecting the prescription to remedy the deviations from the regulations in the field of postal communications or from the technical norms regarding radioelectronic means used for civil purposes that emit electromagnetic waves);
- 4 reports stating the contravention provided and sanctioned according to art. 255 (deliberate damage to electronic communications lines, installations, and postal equipment) of the Contravention Code.
- 2 reports stating the contravention provided and sanctioned according to art. 247 (2) of the CC (non-compliance with the prescription regarding the remedy of the violation of the obligations established in the conditions of general authorization);
- 2 reports stating the contravention provided and sanctioned according to art. 250 (8) of the CC (installation or use of radiocommunication stations, including transmitting antennas, without coordination with the authorized body and without an authorization for use);
- 1 report stating the contravention provided and sanctioned according to art. 250 (7) of the CC (execution of construction works in the areas of protection around electronic communications lines, cables and installations without an authorization of the owner of these lines, cables and installations);
- 1 report stating the contravention provided and sanctioned according to art. 251 (3) of the CC (deliberate

electromagnetic emission, which causes harmful interference to other technical radiocommunications facilities);

-1 report stating the contravention provided and sanctioned according to art. 252 of the CC (unauthorized connection or admission of unauthorized connection to electronic communications networks);

- 1 report stating the contravention provided and sanctioned according to art. 254 of the CC (execution of works in the field of electronic communications, without the consent of the owner of the land or other real estate or in the absence of a court decision on the execution of these works).

As a result of the examination of the contravention cases, according to the decisions of ANRCETI management, the amount of 391 250 lei (7825 u.c.) of contravention fines were applied.

At the same time, during the reference period, the inspectors of the Department of Control and Legal Assistance, in their capacity of ANRCETI representatives empowered to ascertain breaches, took part in 6 contravention cases examined by the Chisinau Court.

4. Ensuring Protection of End Users Rights

4.1. Examination and settlement of petitions

ANRCETI is the regulatory authority, which operates in the fields of its competence, in accordance with the relevant normative acts, being empowered with a series of tasks, including those related to end user protection.

Thus, according to art. 8 (1), (6), art. 9 (1) f), s), t) and art. 13 (1) lit. b) of the Law on Electronic Communications no. 241/2007, ANRCETI supervises the observance of the relevant legislation by electronic communications providers, examines and solves, within the limits of its competences, disputes between users and providers, examines and solves petitions from end users.

At the same time, according to art.4 (2) d) and l) of Law on Postal Communications no.36 / 2016, ANRCETI supervises and checks the fulfillment of the obligations imposed on the universal postal service provider and compliance with the conditions of the general authorization regime by postal service providers, as well as examines and solves complaints from postal service users.

In accordance with the provisions of Chapter VI of the Regulation on Electronic Communications Service Provision, approved by Administrative Board Decision no. 48/2013, with subsequent amendments, any user is entitled to demand from the provider the remedy of the deficiencies occurring in the provision of the contracted services under the contract, by submitting a complaint.

The petitions are examined and solved by ANRCETI, in accordance with the provisions of the Administrative Code of the Republic of Moldova no. 116 of 19 July 2018 (hereinafter - Code 116/2018), within an administrative procedure started on the date of their registration and completed, within 30 days, except in complex and exceptional cases, when this period may be extended by 15 and, accordingly, 90 days.

During 2021, ANRCETI registered 141 petitions (requests, notifications/proposals) received from natural and legal persons from the Republic of Moldova, of which 129 petitions refer to electronic communications services, 8 petitions – to postal communications services, and 4 petitions – to services beyond the scope of ANRCETI.

Petitions can be classified according to the following criteria:

- By the method of submitting:

- a) submitted in writing to the regulator or sent by post or fax - 104 petitions;
- b) submitted electronically - 33 petitions;
- c) submitted verbally (during the hearings, to ANRCETI representatives, in charge of relations with petitioners), recorded in a report - 4 petitions.

- by method of addressability:

- a) 76 petitions – directly addressed to ANRCETI;
- b) 65 petitions – referred to ANRCETI through other institutions of the Republic of Moldova (Agency for Consumer Protection and Market Surveillance, State Chancellery, Ministry of Economy and Infrastructure, General Police Inspectorate, Office of the President of the Republic of Moldova, Parliament of the Republic of Moldova, National Financial Market Commission of the Republic of Moldova, Vice President of the Parliament of the Republic of Moldova, Ministry of Infrastructure and Regional Development JSC).

- by geographical location of the petitioners:

- a) Chisinau – 96;
- b) Balti – 10;
- c) Orhei – 4;
- d) Anenii Noi - 2;
- e) Cahul – 2;
- f) Criuleni, Comrat, Ceadir-Lunga, Vulcanesti, Ialovenii, Riscani, Falesti, Dubasari, Causeni, Taraclia, Stefan Voda, Edinet, Floresti – cate 1.

Remark: 13 petitions were received by e-mail without an indication of petitioner's location.

- By categories of authors:

- a) 134 petitions – submitted by natural persons;
- b) 4 petitions – submitted by legal entities;
- c) 3 petitions – signed by a group of persons.

Of the 141 petitions registered with ANRCETI:

- a) 119 petitions – served as basis for initiation of administrative procedures, which were finalized:
 - through certain administrative operations or real acts – 106 petition,
 - by noting the tacit waiver of the petitioners – 13 petitions;
- b) 18 petitions –linked to existing files;
- c) 4 petitions – referred according to the competence to CCA, MEI/MIDR, APCSP and IGP.

As a result of the systemic analysis of petitions addressed to ANRCETI in 2021, it was found that users of electronic communications services in particular disagree with:

- a) application by providers of penalty fee, following the termination of the contracts, before the expiration of the established minimum timeframe;
- b) delays of informational messages about the status of users' accounts, which leads to exceeding the credit limit, extra-subscription mobile broadband traffic, and significantly increased charges for the consumed services;
- c) quality of services;
- d) billing of services, in particular, provided in roaming.

At the same time, ANRCETI specialists found that, in 2021, users of electronic communications services were discontent with the providers' actions regarding recovery of claims by means of extrajudicial procedure.

The main problems reported by postal service users were related to deterioration of mail items and reimbursement of charges for parcels that were not delivered.

The statistical information on the issues addressed in the petitions, in the timeframe January - December 2021, is presented in the table below.

Table no.9. Statistical data on issues addressed in petitions

Topics / aspects reported	No. petitions	Note
Electronic communications		
Termination of contracts:		
✓ Termination fee	32	
✓ Recovery of claims by extrajudicial procedure	7	
Non-compliance with contracts:		
✓ Subscriptions	6	
✓ Credit limita	3	
✓ Provision of eqiopment	3	
✓ Abusive clauses	4	
✓ Service suspension	3	
✓ Removal of faults	8	
Billing:		
✓ Billed sum	22	
✓ Withdrawal of funds without consent	6	
✓ Refund of the amount deposited on the account	3	
Portability	4	
Roaming	4	
Coverage:		
✓ Mobile voice services	4	
✓ Internet access services	3	
✓ Mobile voice services	1	

✓ TV services	2	
✓ TV grid	1	
✓ Temporary interruption of mobile voice and internet access services	2	
✓ Method of installation of electronic communications networks	3	
Unsatisfactory quality of service:		
✓ Fixed broadband	3	
✓ Mobile broadband	2	
✓ Mobile voice	3	
✓ TV	2	
Others	9	
Postal communications		
Damage/loss of item	3	
Damages	3	
Billing	1	
Dissagreement with the postage stamp issuance plan	1	

Most of the petitions refer to the activity of the main players on the electronic and postal communications market.

All petitions registered with ANRCETI were examined within the deadlines established by Code 216/2018 and resolved, where the tackled issues were qualified as well-founded. In all other cases, ANRCETI specialists provided the petitioners with the necessary information and consultations relevant to the issues under discussion.

4.2. Institutional telephone line

During the reporting period, the institutional telephone line of ANRCETI 080080080 continued to operate, according to the Regulation approved by Order of ANRCETI Director. Through this telephone line, the citizens of the Republic of Moldova can request information and consultation regarding the scope of ANRCETI activity.

Requests for information and consultations are received and recorded in a Register of calls, and then are directed, as appropriate, to heads of ANRCETI departments, entitled to provide relevant answers, while offering recommendations on how to solve the reported issues.

During 2021, 185 calls were received via the institutional telephone line, the callers reporting a number of problems, such as:

- fee for early contract termination;
- quality of electronic communications services;
- charges;
- exceeding the credit limit;
- loss/damage of mail items;
- violation of deadlines for removing fault repair,

- abusive clauses included in contracts;
- exceeding the waiting time for connection to electronic communications services.

ANRCETI specialists offered the necessary legal/technical/informational support to all the callers, as well as the necessary recommendations, within the limits of their competences and under the conditions of the legislation in force.

4.3 Launch of on-line application „Comparator of offers for mobile services”

At the end of 2021, the Agency launched the Web application Comparator of Mobile Service Offers (<https://comparator.anrceti.md>) (hereinafter - Comparator), in order to provide users with an independent, fair and non-commercial tool to assist them in choosing the best mobile service.

The Comparator (accompanied by a video spot) is for information purposes only and provides the users with the opportunity to compare the existing mobile and Internet offers on the market, before choosing a particular provider or offer. The access of the users to the Comparator is free and is not conditioned in any way, the user having instant access to all the offers published by the mobile communication service providers in the Comparator database.

The Comparator performs comparative analyzes of the standard offers for the provision of mobile voice and broadband services on the market, producing a ranking of offers in terms of price and other components. The system sorts out the list of selected offers, strictly in ascending order of the price for every offer. Based on the obtained information, potential users can make an informed choice, both in terms of the provider and in terms of a particular service offer.

All the elements of the mobile communications offers are introduced into the application by the providers, the accuracy of this information being exclusively under the responsibility of the competitive providers. The information in the offers displayed by the Comparator regarding the supply price and the contractual conditions is general, but may have particular characteristics, on a case-by-case basis, which cannot be entered in the application by providers. The application does not take into account the negotiated/personalized offers, but only the public offers for mobile voice and mobile broadband services, published on the official pages of providers Orange Moldova JSC, Moldcell JSC and Moldtelecom JSC.

Although the price is essential in choosing an offer, users can select important elements of the presented commercial offers, such as: bonuses, Internet traffic and minutes included, information about eventual promotions, other benefits, penalties in case of termination, etc.

The online application for the comparison of mobile communications offers was implemented by the Agency in the context of promoting and protecting the interests of users, by ensuring the possibility to choose services, prices and quality, as well as to make independent evaluations of the cost of alternative uses. (see Articles 8 to 10 and Article 65 of Law on Electronic Communications No. 241/2007).

7. Priorities for 2022

5. Communication and International Cooperation Comunicare

5.1 Transparency of decision-making Transparența procesului decizional

According to the provisions of Law on Transparency in Decision-making Process no. 239/2008 and Decision of the Government of the Republic of Moldova On the Tool for Public Consultation with Civil Society in Decision-making Process no. 967/2016, ANRCETI published on the official website the draft decisions and connected materials. In this respect, ANRCETI offered the possibility to citizens and other interested parties to participate in the process of drafting normative acts with impact on the markets for electronic communications and postal services. The draft decisions were developed in compliance with the provisions of Law on Normative Acts no. 100/2017.

In 2021, ANRCETI publicly consulted and approved 14 Board Decisions, in 6 public meetings. During the public consultations, ANRCETI received from the interested parties 75 recommendations regarding the consulted projects, most of which were benefic for the finalization and improvement of the draft decisions.

The process of public consultation of the draft administrative Board Decisions of ANRCETI in 2021

Name of indicators	Number
Number of approved decisions	14
Total number of recommendations recieved	75
Number of consultative meetings, public debates and hearings	6
Number of cases where ANRCETI actions and decisions were challenged for non-compliance with Law no. 239-XVI of 13.11.2008	0
Number of sanctions applied for non-compliance with Law no. 239-XVI of 13.11.2008	0

5.2 Communication with mass- media

In 2021, ANRCETI continued to inform the general public about its activity as regards control, monitoring and regulation of the electronic and postal communications. The method of communication with the public were, in particular, the press releases published by ANRCETI on the website www.anrceti.md, but also the answers to inquiries received from the media representatives and from all interested parties.

During the reporting period, ANRCETI sent to the media representatives 52 press releases, of which 36 covered topics related to the evolution of the electronic and postal communications markets. The topics and facts set out in the press releases have been largely reflected and published in the electronic media.

5.3 International cooperation

In 2021, ANRCETI carried out its activity ensuring a good external collaboration with the regulatory authorities from the EU and from the Eastern Partnership countries, as well as with the international specialized organizations.

Despite the restrictions imposed by the pandemics, ANRCETI managed to participate in a series of events organized at European and international level in the field of electronic and postal communications, both online and with physical presence. Both forms of participation have contributed to the professional development of ANRCETI specialists on various aspects of regulation and to the strengthening of the regulator's institutional capacities.

According to the Action Plan for the implementation of the Association Agreement between the Republic of Moldova and the European Union, which provides for participation in the activity of specialized entities within the Eastern Partnership (Title IV, Art. 100), ANRCETI specialists continued their activity within the Eastern Partnership Electronic Communications Regulators Network (hereinafter - EaPeReg). This network brings together electronic communications regulators from the six countries of the EAP and has the task of ensuring permanent exchanges of information and experience between EAP and EU regulators, in order to harmonize the national legal framework with EU standards and the application of the best European regulatory practices.

EaPeReg network operates under the European Commission's EU4Digital Initiative and works closely with European experts to develop and approve documents needed to regulate and develop the electronic communications sector and to facilitate consumer access to quality services at affordable prices.

Thus in 2021, according to the Work Plan of the EaPeReg network, EaPeReg organized its plenary sessions, during which, traditionally, the network and the Expert Groups, together with the EU4Digital project team, outlined their achievements for each line of activity, and further actions to be taken to achieve key priorities, including the organization of key EaPeReg events, enhanced cooperation between EaPeReg and BEREC, EMERG, ITU, etc.

During the 18th Plenary meeting, the Armenian regulatory authority was elected as EaPeReg Chair for 2022, while the Czech regulator was elected as Vice-Chair.

Among the most important achievements of the EaPeReg Expert Groups are: finalizing the texts of the Regional Roaming Agreement and the Regional Radio Spectrum Agreement (Regional Agreement on Harmonized Technical Conditions between the Administrations of the Eastern Partnership Countries (Republic of Armenia, Republic of Azerbaijan, Republic of Belarus, Georgia, Moldova and Ukraine) for terrestrial mobile radiocommunication networks in the frequency bands 694-790 MHz and 3.4-3.8 GHz)) and their coordination at the national level with the sectoral ministries, in preparation for their official signing..

EaPeReg network, including ANRCETI delegates, participated in the Summit of Regulatory Platforms BEREC-EaPeReg-EMERG-Regulatel, which was attended by representatives of EU, Latin American, Euro-Mediterranean and EU and Eastern Partnership regulators. They discussed the challenges of the sector in ensuring connectivity (the digital divide) in the post-Covid period, with examples of practical solutions and Good practices in different regions. Representatives of the four regulatory platforms also expressed interest in promoting a regional cooperation dialogue, discussing how to strengthen this cooperation in order to address connectivity challenges in a digital environment, signing in this meaning Joint Declaration on Connectivity and Cooperation in a Digital World.

As regards the cooperation with the International Telecommunication Union (ITU), ANRCETI, together with the Ministry of Infrastructure and Regional Development, participated in a case study on collaborative regulation under the ITU Regional Initiative for Europe on Broadband Infrastructure, Broadcasting and Spectrum Management. ANRCETI specialists participated in the development of the components for this initiative:

- a) the Fifth Generation Regulation Questionnaire (G5), consisting of 50 questions on areas of cooperation between government agencies and ministries;
- b) interviews addressing practical issues and national stakeholders' views on G5 regulation and identifying actions for its evolution;
- c) the narrative of the case study, which represented the analysis made by ITU experts, of the facts and

findings gathered through the questionnaire and interviews, with a focus on the best current good practices and directions for further improvement;

d) the high-level policy paper, based on the previous three components and bringing together the most important findings of this work, designed to give ICT decision-makers and regulators a better understanding of the value and benefits of collaborative regulation.

During the reporting period, ANRCETI specialists participated in the following online events, organized by national, regional and international bodies:

- Conference on National Regulations and International Legal Standards in the Field of Consumer Rights Protection, organized by the Stefan cel Mare Academy, Ministry of Internal Affairs (MAI) of Moldova;
- International Roundtable on practices of combatting child sexual abuse materials, organized by the International Center La Strada, in partnership with INHOPE;
- Internet Governance Forum of the Republic of Moldova, with participation of international experts;
- International Conference on artificial Intelligence, innovation and intellectual property organized by AGEPI;
- EU4DIGITAL improving cyber resilience in the EAP countries - cybersecurity component;
- Public event for the presentation of the new Alternative Report: Seven years of implementation of the EU-Moldova Association Agreement;
- Workshop on Data Protection and Public-Private Cooperation, organized by the Council of Europe in the framework of the Project "Action on cybercrime for cyber resilience in the Eastern Partnership region; Regional Workshop on Basic Infrastructure and Cyber Security in 5G Networks, through the European Commission Technical Assistance Tool TAIEX.
- ERGP Plenary Sessions, which discussed and approved the ERGP Work Program for 2022, a document setting out the tasks of the ERGP, in line with the strategic pillars of the ERGP Medium-Term Strategy 2020-2022:
 - reviewing the legal framework of the postal sector;
 - promoting a competitive single EU post market
 - enabling end-users and ensuring user-oriented Universal Postal Service.

These are only part of the events attended by ANRCETI representatives. Despite the fact that most of them took place online, the opportunity to discuss, share experience and take over the best regulatory practices from EU experts was useful and welcome, ensuring the professional and institutional development of ANRCETI specialists.

In 2022, the activities within EaPeReg will be continued, in accordance with the Work Plan, including the activities within the Expert Groups. It is also planned to carry out a technical assistance project funded by the Polish Ministry of Foreign Affairs and carried out by experts from the Polish Telecommunications Office (UKE), which provides for an exchange of experience on priority regulatory topics selected by both parties.

6. Consolidation of Institutional Capacity and Human Resources

In order to implement the provisions of Law no. 229/2010 providing for the internal managerial control, important premises were created for ANRCETI institutional development in 2021. ANRCETI management issued Order no. 7/i of 20.04.2021 regarding the implementation of the internal managerial control system, and also performed a complex analysis of the situation as regards internal managerial control. The result of the institutional analysis and self-evaluation of ANRCETI internal managerial control system in 2021

triggered the planning of activities meant to improve the institution's performance, in accordance with Order no. 189 of 05.11.2015, of the Ministry of Finance of the Republic of Moldova, on implementation of national internal managerial control standards in the public sector.

In order to streamline the internal activity, in 2021, the organizational structure of the authority was modified. This new structure strengthened the institutional capacity, by improving the management system and maintaining the necessary resources to achieve the operational objectives, as well as creating an adequate motivational climate within the institution.

The successful implementation of human resource management requires a system for performance evaluation, a system for motivating the employees and rewarding for good results. Thus, in 2021, the automated information system – a software application Personell management and performance evaluation of ANRCETI employees (hereinafter Evaluation System) was created and implemented, in accordance with the Regulation on evaluation of professional performance of ANRCETI employees, approved by ANRCETI Director Order no. 17/i of 30.05.2019. The evaluation system contains two modules:

- Personnel Management Module is a simplified way to achieve the daily score required for salary calculation, which is automatically generated based on the attendance list, filling in the interface Motivated Absences in the application. Generating electronic score with the help of software considerably reduces the calculation of time/hours/days actually worked by each employee. This module also allows the management of personal data, the flow of registration and planning of vacations, as well as other information collected during the various processes the employee passes through within the institution, such as recruitment, performance evaluation, training, resignation.
- The Performance Assessment Module ensures the automatic management of the process of defining individual objectives and competencies, as well as the quantification of employee performance. Each employee has access to the view level of his results obtained after the evaluation, of the actual time worked during the evaluation period, of the coefficient of the performance bonus, etc. This application ensures efficient communication and transparency between employees and heads of subdivisions, as well as increasing employee confidence as regards the evaluation method.

Thus, the human resources management has significantly contributed to the development of the Personnel Management Module, by adopting a proactive and innovative approach in identifying and addressing issues at all stages of the implementation of the Evaluation System.

As per 31.12.2021, ANRCETI staff included 48 employees, 22 men and 26 women. The biggest share (39,6%), are aged 30-39, followed by those aged 40-49 - 35,4%, aged 60-69 - 12,5%, aged 50-59 – 8,3% and 20-29 – 4,2%. The average age of employees is 42, which permit to admit that the age of ANRCETI staff is optimal for professional activity. (Chart 6).

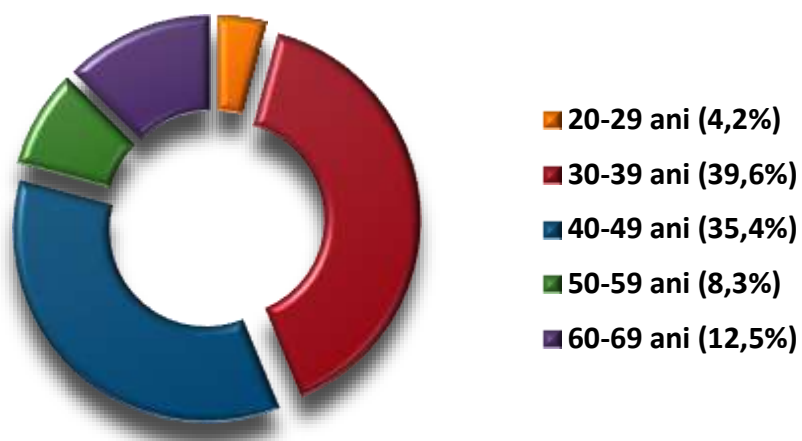


Chart 6. Structure of ANRCETI human resources by age category

A significant contribution for ensuring an adequate institutional capacity of ANRCETI belongs to the staff with university degree (100%), able to cope with the specific requirements of the electronic and postal communications fields.

Thus, the structure of ANRCETI human resources, according to the profile of education, is as follows:

- Employees with technical university degrees - 18 people, (37,5 %);
- Employees with legal university degrees angajați cu studii juridice – 14 people (29,2%);
- Employees with economy university degrees – 11 people 22,9%);
- Employees with other university degrees – 5 people (10,4%);

We note that 10 employees have two higher education degrees each, 17 employees have master's degree, one employee has a scientific degree in law and four employees are currently studying for second university degree and doctorate degree. (Chart 7)

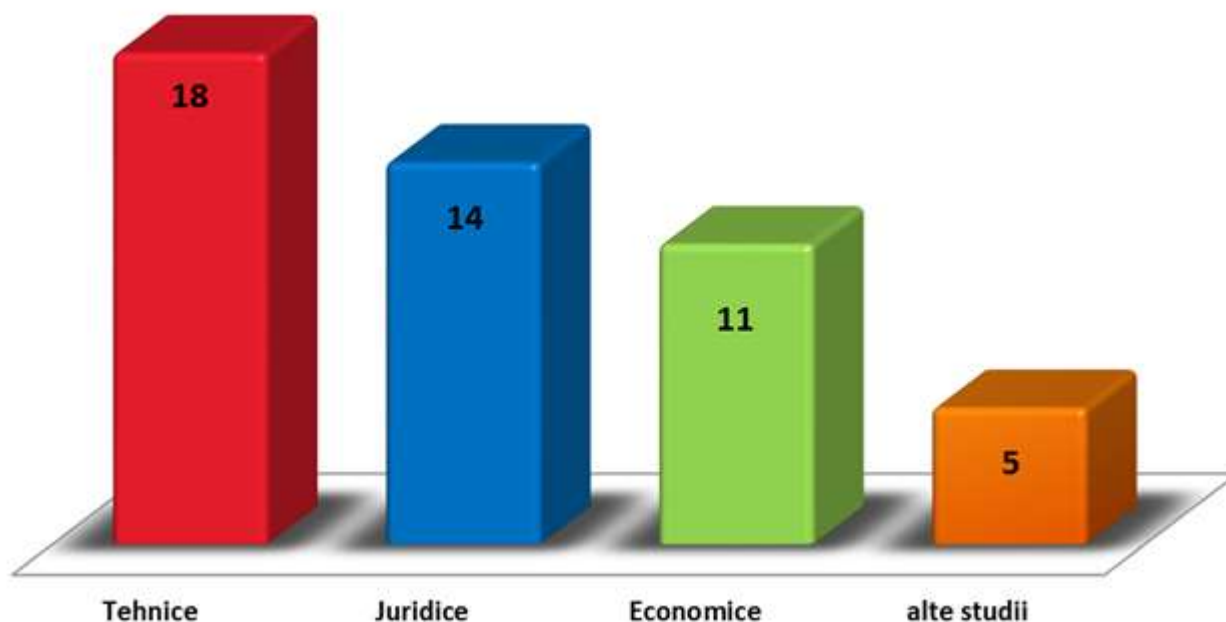


Chart 7. Structure of human ANRCETI resources by education degree

Given the creation of a motivational work environment, ANRCETI has a well-trained staff, able to ensure the continuous improvement of the quality of ANRCETI's activity. In 2021, as a sign of high appreciation, professionalism and responsibility in performing job tasks, four ANRCETI employees were conferred honors.

7. Priorities for 2022

ANRCETI's priorities in 2022 will be focused in particular on the development and approval of the necessary regulatory acts, as well as on the organization of auctions in order to issue licenses for the use of radio frequencies in the radio frequency bands: 700 MHz, E900 MHz, 2600 MHz and 3600 MHz, for the provision of publicly available land mobile electronic communications networks and services.

In order to ensure the continuity of number portability services in the Republic of Moldova for the timeframe 2023-2028, ANRCETI is planning to develop and approve the required regulatory framework related to this process, as well as to organize the selection contest for an entity that will manage the centralized database and will offer number portability services in mobile and landline networks in the Republic of Moldova for the timeframe 2023 - 2028.

Also, ANRCETI intends to modify the Procedure for Numbering Resources Administration, as well as the general license conditions for the use of numbering resources in the provision of publicly available electronic communications networks and services.

ANRCETI is also planning a number of activities to introduce historical permissive acts into the SIA GEAP (automated information system for issuance and management of permissive acts), namely:

- to register files regarding the authorization to carry out activities of installation, operation, management, maintenance and/or liquidation of electronic communications networks at state border;

- to introduce into SIA GEAP the licenses for the use of radio frequencies or channels;
- to introduce into the SIA GEAP the licenses for the use of numbering resources.

Regarding the postal services, the main draft documents proposed for amendments are: the approval of tariffs for postal services within the scope of the universal postal service, of the tariffs applied for the use of the public postal network of state Company Posta Moldovei, and also the approval of the Regulation on verification of postal services providers' compliance with the obligations regarding prevention and combating money laundering and terrorism financing.

In 2022, ANRCETI will focus on the implementation of the Agreement between the Government of the Republic of Moldova and the Government of Romania regarding reduction of tariffs for the provision of international roaming services and for international calls between the two countries, to that effect that within 3 months after the Agreement enters in force, end users may benefit from reduced tariffs for the services provided for in the Agreement. In this sense, the countries will implement measures aimed at increasing the number of interconnections between the mobile and fixed networks between them, while the tariffs applied for services between operators will be reduced to the level of those applied at European level, as well as the retail tariffs for international roaming services: voice, SMS and data, and international calls between the two countries.

In 2022, ANRCETI will continue to upgrade and develop the interactive web applications *Mobile Service Coverage Map* and *Quality Parameters* and *Mobile Service Offer Comparator*, intended to provide real information for end users about coverage and quality of mobile services, respectively giving them the possibility to compare mobile voice offers and mobile broadband ones.

ANRCETI is also preparing to start the implementation of the following module - *phase II* of the application *Fixed Broadband and TV Service Offer Comparators*, which will provide end users with a flexible and efficient tool for evaluating and comparing the offers for the provision of fixed Internet access services/or Digital Television.