

ANNUAL ACTIVITY REPORT 2022

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ANRCETI Mission and Achievements in 2022

The National Regulatory Agency for Electronic Communications and Information Technology (ANRCETI) is the public authority that regulates the activity in the field of electronic and postal communications, property access, and shared use of infrastructure associated with public electronic communications networks. Through its actions, ANRCETI ensures the implementation of development strategies in the mentioned sectors, oversees compliance with the legislation in its areas of competence, protects and promotes the legitimate interests of users, provides the necessary conditions for economic entities to carry out their activities, promotes competition in the provision of electronic and postal communication networks and services, encouraging investments in communication infrastructure, *etc.*

Considering the role of ANRCETI in promoting and protecting user interests in the field of electronic communications, in cooperation with the National Authority for Management and Regulation in Communications from Romania (ANCOM), they supported the signing on February 11, 2022, of the Agreement between the Government of the Republic of Moldova and the Government of Romania regarding the reduction of international roaming rates and international call rates between the two countries. The regulatory authorities' efforts were focused on providing technical assistance and expertise in the negotiation of this agreement, as well as on the monitoring of its implementation by mobile network providers in both countries. The ultimate goal of this agreement is to enable citizens of the two countries to communicate, without worries about high bills, at rates as close as possible to national ones, both for roaming services and ordinary international calls between the Republic of Moldova and Romania.

In order to reduce the rates for number portability services, ANRCETI adjusted the regulatory framework governing the implementation of telephone number portability. According to the amendments, starting with July 1, 2022, the rates for number portability services applied by the Number Portability Administrator (NP BASE) to providers reduced approximately tenfold. The reduction in these rates will boost investments and ensure competition in the field of electronic communications for the benefit of end users.

Taking into account the obligations assumed by the Republic of Moldova within the Regional Radiocommunication Conference Geneva 2006 (RRC-06), regarding the cessation of analog broadcasting and the implementation of digital terrestrial television, as well as the significant interest expressed by the society in increasing the satisfaction of consumer requirements, in 2022 ANRCETI developed and approved the set of necessary documents for organizing and conducting the competition for issuing licenses to use channels for the provision of public networks of regional coverage, in the digital terrestrial television system. As a result of this competition, ANRCETI issued 7 licenses for the creation and provision of regional multiplexes: Mux R17 (Cimislia allocation area), Mux R1 (Balți), Mux R3 (Cahul, Comrat), Mux R5 (Causeni), Mux R7 (Chisinau), Mux R10 (Edinet), and Mux R11 (Floresti).

Given that ANRCETI is the authority that regulates the postal service market as well, in 2022, it approved, for the first time, the rates for the use of the public postal network of the State Enterprise Posta Moldovei. The approval of this document created conditions for the development of competition in the postal communications sector, by establishing cost-oriented rates for the access of other postal communications providers to the public postal network of the State Enterprise Posta Moldovei. Therefore, postal communications providers that do not have a nationwide network will have the

possibility to collect or distribute postal items through the public postal network of the State Enterprise Posta Moldovei, especially in rural areas where only this company has postal offices, selecting only the necessary network elements for the provision of their own postal communications services at cost-oriented prices, thus avoiding additional costs, and providing end users with the possibility to choose the postal communications provider.

Furthermore, setting the rates for postal services within the scope of the universal postal service provided by the State Enterprise Posta Moldovei, which became oriented to the costs of their provision, will ensure the viability of the Posta Moldovei network, and will contribute to the provision of higher-quality services, in accordance with the quality standards provided by the regulations currently in force.

1. Development of Regulatory Framework

By means of its regulations, ANRCETI acts specifically in the following directions:

- a) Establish the necessary measures to enable users, including the disabled or with special needs, to benefit from the possibility to choose services, prices and quality;
- b) Prevent actions that aim at or may have the effect of distorting or restricting the competition in electronic communications;
- c) Encourage efficient investments in infrastructure and promote innovation;
- d) Support efficient use and ensure rational management of scarce resources.

1.1 Regulation of electronic communications activities

In the process of developing regulatory acts, ANRCETI aims to reach three main objectives:

- Create optimal conditions needed for the development of sustainable competition on the market for public electronic communications networks and services,
- Enhance investments in the development of electronic communications networks,
- Promote the legitimate rights and interests of end users.

Proceeding from these objectives, during the year 2022, ANRCETI developed and approved the following regulatory acts:

1) ANRCETI Administrative Board Decision no. 05 of 31.03.2022 on amending ANRCETI Administrative Board Decision no.126 of 02.06.2009 regarding the establishment of categories of radio frequencies and radio equipment whose use is allowed without obtaining a license or technical permit.

2) ANRCETI Administrative Board Decision no. 06 of 31.03.2022 on amending ANRCETI Administrative Board Decision no. 54/2017 regarding the general authorization regime and licensing in electronic communications.

3) ANRCETI Administrative Board Decision no. 07 of 31.03.2022 on amending ANRCETI Administrative Board Decision no. 08/2013 regarding the approval of the Technical and Commercial Conditions for the implementation of number portability in the Republic of Moldova.

4) ANRCETI Administrative Board Decision no. 34 of 24.06.2022 on amending the Regulations on Number portability, approved by ANRCETI Administrative Board Decision no. 34/2011.

5) ANRCETI Administrative Board Decision no. 35 of 24.06.2022 for the modification of a number of ANRCETI regulatory acts, as follows:

- the Technical and Commercial Conditions for the implementation of number portability in the Republic of Moldova, approved by ANRCETI Administrative Board Decision no. 8/2013.

- Addendum to the General Standard Agreement for the organization, operation, administration, and maintenance of the centralized database for the implementation of number portability in the Republic of Moldova, approved by ANRCETI Administrative Board Decision no. 16 din 09.04.2013;

- Addendum no. 3 to the Agreement for the organization, operation, administration, and maintenance of the centralized database of September 12, 2012.

6) ANRCETI Administrative Board Decision no. 36 of 08.07.2022 on approval of standard Special License Conditions for the use of radio channels/frequencies in 10,7-12,75 GHz și 14,0-14,5 GHz frequency bands, for the provision of communications networks and services by means of NGSO satellite communications networks, intended for data transmission.

7) ANRCETI Administrative Board Decision no. 37 of 08.07.2022 on the amendment of ANRCETI Administrative Board Decision no. 126 of June 02, 2009 on establishing the categories of radio frequencies and radio equipment, whose use is allowed without obtaining a license or technical permit.

8) ANRCETI Administrative Board Decision no. 38 of 09.08.2022 on approval of standard Special License Conditions for the use of radio channels/frequencies in [470-694 MHz] bands for the provision of public networks of regional coverage and publicly available electronic communications services in the digital terrestrial television system in the Republic of Moldova.

9) ANRCETI Administrative Board Decision no. 39 of 09.08.2022 on approval of the Procedure of organizing a license auction for the use of radio frequencies/channels for the provision of public electronic communications networks and publicly available services in the digital terrestrial television system in the Republic of Moldova.

10) ANRCETI Administrative Board Decision no. 40 of 09.08.2022 on approval of the Terms of Reference for the license auction for the use of radio frequencies/channels in [470-694 MHz] band, for the provision of public electronic communications networks of regional coverage and publicly available services in the digital terrestrial television system in the Republic of Moldova.

11) ANRCETI Administrative Board Decision no. 41 of 09.08.2022 for approval of the Announcement about the auction for licenses for the use of radio frequencies/channels in [470-694MHz] frequency bands for the provision of public networks of regional coverage and publicly available services in the digital terrestrial television system in the Republic of Moldova.

12) ANRCETI Administrative Board Decision no. 42 din 16.09.2022 on establishing the auction committee for the issuance of licenses for the use of radio frequencies/channels in [470-694 MHz] band in the provision of public networks of regional coverage and publicly available services in the digital terrestrial television system in the Republic of Moldova.

13) ANRCETI Administrative Board Decision no. 44 din 05.10.2022 on announcing the winners of the license auction for the use of radio frequencies/channels in [470-694 MHz] band in the provision of public networks of regional coverage and publicly available services in the digital terrestrial television system in the Republic of Moldova.

1.2 Regulation of postal service activities

In accordance with Article 4(2)(g) of the Law on Postal Communications no. 36/2016, ANRCETI regulates the postal services market, performing the task of transparent and public approval of rates for postal services within the scope of the universal postal service, as well as rates applied for the use of the postal network, in accordance with the rate-setting methodology.

Taking into account the above, in 2022, ANRCETI approved the following regulatory acts: 1) ANRCETI Administrative Board Decision no. 02 of 24.02.2022 on approval of rates applied for the use of the public postal network of state enterprise Posta Moldovei. It was for the first time that ANRCETI approved the rates for the use of the public postal network of state enterprise Posta Moldovei. The approval of the document created conditions for enhancing competition in the postal communications sector by establishing cost-oriented rates for other postal communication providers to access the public postal network of state enterprise Posta Moldovei.

Moreover, the postal communication providers that do not have a nationwide network will have the possibility to collect or distribute postal items through the public postal network of Posta Moldovei, particularly in rural areas where only Posta Moldovei has post offices. These providers will select only the necessary network elements for delivering their own postal communication services at cost-oriented prices, thus avoiding additional costs. This way, the competition in the postal communications sector will boost, especially in rural areas, and end-users will have the right to choose their postal communication provider.

2) ANRCETI Administrative Board Decision no. 32 of 22.04.2022 on approval of rates for postal services within the scope of universal service provided by state enterprise Posta Moldovei. These rates were calculated in accordance with the Rate-Setting Methodology for services within the universal postal service, approved by Administrative Board Decision No. 25 of September 29, 2016, and, based on costs, revenues, and the capital employed, were allocated according to:

- the Methodology of allocation of production costs for postal services within the scope of universal service and beyond this scope, approved by ANRCETI Decision no. 24 of 29.09.2016;
- the Methodology of allocation of costs, revenues and capital employed of state enterprise Posta Moldovei.

For the purpose of implementing Article 12 of the Law on Postal Communications No. 36/2016, ANRCETI approved Board Decision No. 33 of May 5, 2022, on establishing the conditions for publishing the special rates applied by state enterprise Posta Moldovei as a universal postal service provider.

3) Administrative Board Decision no. 54 of 30.12.2022 for the amendment of Annex 2 of Administrative Board Decision no. 32 of 22.04.2022 on approval of rates for postal services within the scope of universal service provided by state enterprise Posta Moldovei, by which the rates applied by state enterprise Posta Moldovei for international parcels to Romania were reduced. This modification was determined by the provisions of the bilateral Agreement between state enterprise Posta Moldovei and CN Posta Romana JSC, signed on August 12, 2022, to reduce, starting October 1, 2022, the territorial share quotas paid by the parties.

2. Public Service Provision by ANRCETI

ANRCETI provides the following public services, as stipulated in sections 144-149 of the Integrated Nomenclature of Administrative Public Services, approved by Government Decision no. 670/2020:

- 1) General authorization in the field of electronic communications;
1. General authorization in the field of postal services;
2. Authorization for the installation, operation, management, maintenance, and/or liquidation of electronic communications networks at the state border;
3. Licensing for the use of radio channels or frequencies;
4. Licensing for the use of numbering resources;
5. Issuance of technical permits for the use of radio communication stations.

ANRCETI also manages the content of the Government Public Services Portal in its corresponding sections. In this context, in 2022, ANRCETI developed Public Service Forms in three language versions (Romanian, English, and Russian), thus contributing to the development of this unique access platform.

2.1 Single Window operation

To streamline the operation of the Single Window and ensure compliance with relevant regulatory frameworks, namely with Law no. 160/2011 in correlation with Law no. 161/2011, ANRCETI developed the following administrative documents in 2022:

- 1) Instruction on the operation of the Single Window within ANRCETI, approved by Order of ANRCETI Director no. 23/i of 08.11.2022.
- 2) Action Plan at ANRCETI level for the implementation of Decision no. 14 of 26.04.2022 of the Court of Accounts Regarding the Performance Audit Report, approved by Order of ANRCETI Director no. 22/i of 07.11.2022.

In this regard, ANRCETI revised the regulatory framework governing its areas of competence and proposed a number of amendments to Law no. 160/2011, including the Integrated Nomenclature of Permissive Acts. Additionally, the revision of ANRCETI Administrative Board Decision no. 54/2017 regarding the authorization and licensing regime in the field of electronic communications was included in the Regulatory Acts Program for 2023.

Furthermore, in order to ensure the completeness of the register of permissive acts within its areas of competence, ANRCETI digitized the public service forms related to the issued permissive acts and included them in the SIAGEAP system. These forms encompass the following:

- General authorization form for the provision of electronic communications networks and/or services;
- General authorization form in the field of postal services;
- Authorization form for the installation, operation, management, maintenance, and/or liquidation of electronic communications networks at the state border;
- License form for the use of radio frequencies or channels for the provision of electronic communications networks and/or services;
- License form for the use of numbering resources for the provision of electronic communications networks and/or services;
- Technical permit form for the use of radio communication stations.

2.2 General authorization in electronic communications

ANRCETI applies the general authorization regime for activities in the field of electronic communications in accordance with Law no. 241/2007, Law no. 160/2011, and other applicable legislation. The general authorization regime in the field of electronic communications is a legal framework that allows for the provision of public electronic communications networks and publicly accessible electronic communications services without any decision or other administrative act for an unlimited period.

During 2022, ANRCETI examined 38 notifications submitted by legal entities, all of which were processed via the Single Window. Out of the total number of applications:

- 9 applicants notified their intention to provide electronic communications networks and services and were registered in the Public Register of Providers of Electronic Communications Networks and Services;
- 9 providers notified modifications of certain data in their previously submitted notification;
- 20 providers expressed their intention to terminate their activities.

Out of the 9 new providers entering the electronic communications market, 6 chose to provide publicly available electronic communications networks and services, while 3 requested to provide only electronic communications services.

Thus, at the end of December 2022, the Public Register of Providers included 354 providers of public electronic communications networks and publicly accessible electronic communications services, which is 20 providers fewer than at the end of the previous year.

2.3 General authorization in postal communications

During 2022, ANRCETI regulated the postal communications market in accordance with the general authorization regime for activities in the postal communications field, as provided by the Law on Postal Communications no. 36/2016.

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

In 2022, ANRCETI registered 5 new economic entities intending to engage in postal activities. Additionally, 1 provider modified his previously submitted notification, and 3 providers decided to terminate their activities.

Thus, at the end of December 2022, the Public Register of Postal Service Providers included 58 providers, which is 2 providers more compared to the previous year.

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

In 2022, ANRCETI issued 25 licenses for the use of numbering resources for the provision of public electronic communications networks and publicly accessible electronic communications services, based on the declarations/applications submitted by authorized providers.

Additionally, ANRCETI extended the validity period of 26 licenses, amended 5 licenses held by providers, and revoked/declared invalid 13 licenses for the use of numbering resources.

During this timeframe, a total of 656,719 numbers were allocated to providers, including:

650,000 numbers - for services provided at mobile locations;

6,300 numbers - for services provided at fixed locations;

300 location-independent numbers;

100 non-geographic numbers with a special Premium rate;

19 numbers - for other service categories (access codes, short national numbers, etc.).

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

The Agency issues licenses for the use of radio channels or frequencies to providers authorized under the conditions of Law on Electronic Communications no. 241/2007, for the provision of electronic communications services, while observing certain technical parameters specified in the license terms.

In 2022, ANRCETI issued 15 licenses for the use of radio channels/frequencies based on applications submitted by providers, and amended 2 licenses held by providers. Additionally, one Annex to a radio channel license was modified, and 6 licenses were revoked.

In the timeframe September 26 - October 3, 2022, ANRCETI organized an auction of licenses for the use of radio frequencies/channels in the 470-694 MHz band, for the provision of regional multiplexes and publicly accessible digital terrestrial television services, in the digital terrestrial television system. As a result of this auction, the ANRCETI Administrative Board designated the winners for the provision of regional public networks and digital terrestrial television services, as follows:

Pro Media LLC - winner of the auction for radio channel 43 to create regional multiplex Mux R17, allocated in Cimislia;

Canal Regional LLC - winner of the auction for the following radio channels and regional multiplexes:

47 / Mux R1 allocated in Balti (Mandresti area);

47 / Mux R3 allocated in Cahul - Comrat;

37 / Mux R5 allocated in Causeni;

23 / Mux R7 allocated in Chisinau;

23 / Mux R10 allocated in Edinet;

41 / Mux R11 allocated in Floresti.

7 radio channels were requested during the auction. The remaining 11 unrequested radio channels will be put up to a repeated auction, based on eventual requests from electronic communications providers.

2.6. Issuance of technical permits for radiocommunications stations

According to Article 43 of the Law on Electronic Communications No. 241/2007, ANRCETI issues technical permits for certain types of radio communication stations that are not subject to licensing and/or general authorization regime. These are individual and corporate radio communication stations, which include amateur radio stations, electrical networks, security systems, etc., for occasional transmissions, including satellite transmissions, or used for radio relay networks within electronic communications networks, as well as other types of radio communication stations that do not fall under the aforementioned categories.

During 2022, ANRCETI issued, following the applicants' requests, 45 technical permits for amateur radio operators (8 CEPT Novice technical permits, 13 CEPT technical permits, 24 technical permits to be used within the boundaries of the country) and 81 technical permits for radio communication stations.

2.7. Certification of radio amateurs

According to Article 10, paragraph (1), letter d) of Law No. 241/2007, ANRCETI issues examination certificates for the amateur radio service, which correspond to the classes A, B, and C:

Class A - advanced amateur radio class;

Class B - basic amateur radio class;

Class C - beginner amateur radio class.

During the reporting period, one exam was organized within ANRCETI for the issuance of amateur radio certificates, which was taken by 15 individuals. Out of these obtained a Class A certificate, six individuals obtained Class B certificates, and eight - obtained Class C certificates.

3. Monitoring and Control

Through its monitoring and control actions, ANRCETI identifies the degree of compliance and implementation by electronic communications and postal service

providers of legislative and regulatory acts in their areas of activity. It detects circumstances that lead to the inapplicability of existing legislation and provides informational and advisory support to prevent and rectify non-compliance with legal provisions.

3.1. Ensuring the application of the Law on access to properties and shared use of infrastructure associated with public electronic communications networks no. 28/2016

According to Law No. 28/2016 on Law on access to properties and shared use of infrastructure associated with public electronic communications networks no. 28/2016, ANRCETI is empowered to ensure compliance with legal provisions by property rights holders and providers of electronic communications networks and/or services, in order to obtain and make use of the right of property access and shared use of physical infrastructure and/or associated infrastructure of public electronic communications networks.

ANRCETI is authorized to resolve and/or mediate disputes between public electronic communications network and/or service providers and individuals who own or control public or private properties, including physical infrastructure, connected with the right of access to properties and shared use of physical infrastructure and/or associated infrastructure of public electronic communications networks.

ANRCETI's decision is binding for the parties involved in the dispute and serves as an enforceable document in accordance with the provisions of the Execution Code of the Republic of Moldova No. 443/2004.

The main priority of ANRCETI in resolving disputes in 2022 was to amiably (extrajudicially) resolve the complaints from providers regarding unjustified refusal by property rights holders to provide access, particularly to buildings.

During the reporting period, 26 administrative procedures were launched, out of which 20 were based on complaints received from electronic communications providers such as Moldtelecom, Orange Moldova, Moldcell, StarNet, Arax-Impex, and TV-Net, which concerned non-compliance of property rights holders/administrators with the provisions of Law No. 28/2016. As a result, 18 administrative procedures were amiably solved, 1 procedure was suspended on basis of Article 81(1) of the Administrative Code No. 116/2018, and in one case, ANRCETI issued Decision No. 49/2022 on setting access conditions that serve as a contractual agreement between the parties. The remaining 6 administrative procedures were launched based on complaints from local public authorities and condominium associations, to which ANRCETI provided clarifications regarding the procedure for granting and exercising the right of property access, and the parties were encouraged to reach an amiable agreement.

While conducting the 26 administrative procedures, ANRCETI ensured the administrative activity to solve the conflicts, investigating the factual circumstances during 4 hearings and conducting 6 on-site inspections to facilitate communication and solve misunderstandings between the disputing parties, as well as to identify a mutually acceptable compromise within the limits of Law No. 28/2016.

Furthermore, to accurately and precisely assess the level of implementation of Law No. 28/2016, ANRCETI periodically requests that electronic communications providers submit copies of access contracts concluded with all property rights holders/administrators.

In 2022, ANRCETI received 76 copies of access contracts concluded between various public or private entities and electronic communications providers such as Moldtelecom, Orange Moldova, Sun Communications, Moldcell, Arax Impex, and StarNet. Out of these, 40 contracts (53%) were signed with public institutions, 19 contracts (25%) with private entities, and 17 contracts (22%) with local public authorities. The total number of registered access contracts from 2017 to 2022 was 1,239.

The evolution of contracts on access to properties conclusion, sent to ANRCETI in the timeframe 2017-2022 is reflected in *Table No. 1*.

Table no. 1 Number of access contract concluded in the timeframe 2017-2022

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
2022	76	3	3	76	1239

Of the total number of access contracts concluded in the period 2017-2022, 593 contracts (48%) were signed with local public authorities, 263 contracts (21%) - with public institutions and 383 contracts (31%) - with private entities.

The percentage distribution of access contracts concluded by electronic communications providers shows that of the total volume of access contracts signed in the period 2017-2022, the largest share of 58.2% are contracts signed by Moldtelecom, 18% - contracts signed by Moldcell, and 17% - by Orange Moldova

and Sun Communications. The remaining access contracts are distributed among other electronic communications providers (*Diagram 1*).

Diagram 1:

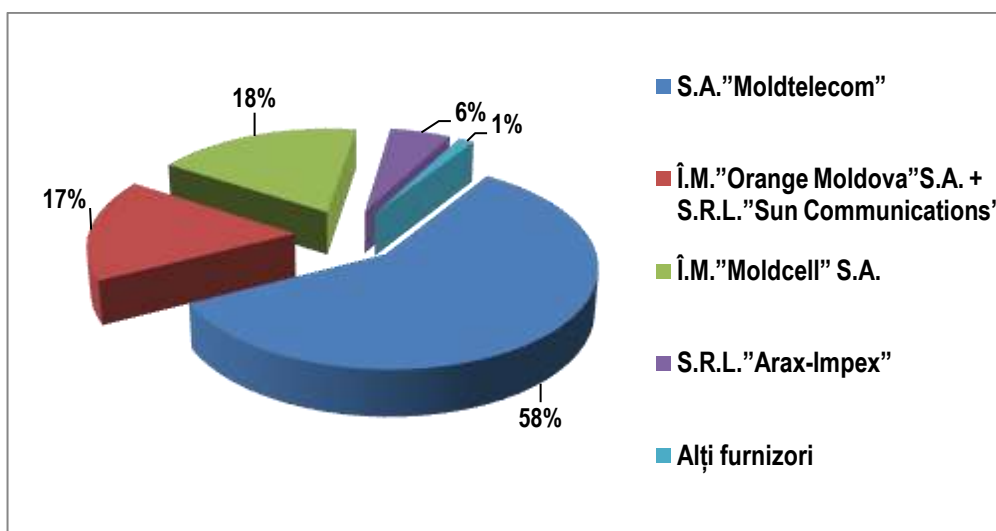


Chart 1. *Percentage distribution of access contracts*

In 2022, ANRCETI continued to make all efforts to protect the rights of providers by submitting legal action in court regarding the provision of access conditions by property rights holders, as required by Law no. 28/2016.

The decisions issued by ANRCETI to compel property rights holders to establish access conditions were the subject of 4 administrative litigations, two of which were concluded with the issuance of court rulings. The other 2 actions/claims are expected to be examined and solved in 2023.

Additionally, ANRCETI was involved in 3 court cases as an accessory intervener, where the parties involved were electronic communications providers and property rights holders (central or local public authorities/institutions), concerning the refusal to provide access to or within properties or to conclude contracts on access to properties. Of the total number of cases, 2 cases ended with the issuance of court rulings in favor of the providers. One court case is expected to be examined in 2023.

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

In order to monitor the compliance with the special *ex ante* obligations imposed on providers with significant market power on the market for voice call termination in individual mobile network (Market 7) and the market for voice call termination in individual fixed network (Market 3), ANRCETI verifies the copies of direct/indirect interconnection agreements and additional agreements (amendments) submitted by providers, as well as the application of regulated rates, particularly the obligations related to ensuring transparency of terms, technical and commercial conditions

contained in reference offers and standard interconnection and access agreements published on the official page of the provider.

As a result of planned control missions carried out during the reference year, it was found that providers Orange Moldova and Moldcell did not conclude the necessary amendments to all interconnection agreements in accordance with the applicable regulatory framework, through which the maximum price that the offering provider can charge for the provision of national call termination services in its own network cannot surpass 0.002 EUR/min (VAT excluded) for mobile voice and 0.0007 EUR/min (VAT excluded) for fixed voice. As the aforementioned providers de facto apply the new rates adopted in accordance with the provisions of the already concluded interconnection agreements, since the rates established by ANRCETI prevail and become applicable from the moment they come into force, ANRCETI requested the necessary steps to be taken, according to contractual provisions, to modify them in accordance with the new regulations that came into effect on April 1, 2022, along with the submission of copies of relevant amendments.

Furthermore, as a result of verifying the list and number of registered direct/indirect interconnection agreements at ANRCETI with the ones of the providers Orange Moldova and Moldcell, 15 indirect interconnection agreements, 56 additional agreements to these, and 4 additional agreements to direct interconnection agreements were excluded from the records due to the expiry of validity terms of the agreements or the cessation of electronic communications service provision activities by the requesting providers.

Therefore, as of December 31, 2022, the total number of registered direct interconnection agreements at ANRCETI was 45, while the total number of indirect interconnection agreements was 64.

The total number of direct and indirect interconnection agreements, and the additional agreements to them, per provider, is presented in *Table no. 2*.

Table no. 2. Total number of direct and indirect interconnection agreements, per provider, in 2017-2022

Direct and indirect interconnection agreements per providers				
	Direct interconnection agreements		Indirect interconnection agreements	
	<i>basic</i>	<i>additional</i>	<i>basic</i>	<i>additional</i>
Moldtelecom	31	111	-	-
Orange Moldova	10	48	32	26
Moldcell	4	37	32	30
TOTAL	45	196	64	56

3.3 Monitoring the use of numbering resources

According to Law no. 241/2007, ANRCETI manages numbering resources in accordance with the National Numbering Plan and the recommendations of international organizations, of which the Republic of Moldova is a party, and allocates them to public electronic communications network and service providers, based on licenses for the use of numbering resources.

Monitoring the use of numbering resources is fulfilled inclusively by means of the analysis of reports submitted by the license holders, in accordance with relevant regulations in force (Decision of the ANRCETI Administrative Board approving the Procedure for the Administration and Management of Numbering Resources no. 58 of 21.12.2010).

Of the total number of providers (32), required to submit reports on the use of numbering resources for 2022, 26 fulfilled this legal requirement, while 6 neglected it. The analysis shows that 24 providers use numbering resources for electronic communications networks and services provided at fixed locations, (*Table no. 3*), three providers use numbering resources for electronic communications networks and services provided at mobile locations (*Table no. 4*) and 12 providers use numbers for other services (location-independent services, Freephone, Premium rate, etc., from the number ranges 1, 3, 8, and 9) (*Table no. 5*). Details regarding the usage of numbering resources per provider are reflected in the tables below.

Table no. 3. List of electronic communications providers using numbering resources for fixed network and communication services.- according to the information presented by the electronic communications providers.*

	Provider	Assigned numbers	Used numbers *
1.	ARAX-IMPEX	26520	12300
2.	AIRSTREAM LLC	100	26
3.	APEL NET LLC	1000	10
4.	CAPITAL BOXLLC	100	neactivate
5.	Calea Ferată din Moldova	4900	4392
6.	Cartel Sistem LLC	2000	1585
7.	CLICK-COM LLC	1200	950
8.	EUROSTOCK LLC	1000	317
9.	Global Network Technology LLC	100	10
10.	INOVARE –PRIM LLC	400	249
11.	INTERLINK COMUNICATII LLC	2000	110
12.	Iristel Mol LLC	2000	107
13.	Moldtelecom JSC	1441560	890961
14.	Moldcell JSC	8500	2032

15.	Media Digital Sisteme LLC	600	249
16.	NET-CONECT INTERNET COMMUNICATIONS LLC	3000	3
17.	ORANGE MOLDOVA SA	50200	22202
18.	Riscom JSC	8000	1264
19.	Î.S. STISC	5200	4825
20.	STARNET SOLUȚII LLC	77300	4933
21.	SUN COMMUNICATIONS LLC	40400	6070
22.	SCORTEL LLC	1000	783
23.	SICRES LLC	5300	551
24.	Vitgrand LLC	1000	0
	Total	1.683.380	953.929

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

**- according to the information presented by the electronic communications providers*

	Provider	Assigned numbers	Used numbers *
1.	ORANGE MOLDOVA SA	3.500.000	3.070.824
2.	MoldcellJSC	2.600.000	1.493.259
3.	MoldtelecomJSC	840.000	657.497
	Total	6.940.000	5.221.580

Tabelul no. 5. List of electronic communications providers using numbering resources for other services (location-independent services, Freephone, Premium rate, etc., from the number ranges 1, 3, 8, and 9).

**- according to the information presented by the electronic communications providers*

	Provider	Assigned numbers	Used numbers *
1.	Moldtelecom JSC	3318	1604
2.	Moldcell JSC	3818	1822
3.	Orange Moldova JSC	5626	5211
4.	ARAX-IMPEX LLC	320	11
5.	Global Network Technology LLC	2	2
6.	ICS Iristel Mol LLC	1001	3
7.	NET-CONECT INTERNET COMMUNICATIONS LLC	2000	2
8.	Pro Context LLC	600	1
9.	SC STISC	20	3
10.	SCORTEL LLC	1000	95
11.	STARNET SOLUȚII LLC	2003	510
12.	Vitgrand LLC	120	0

	Total	18013	9264
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Out of a total of 6,940,000 numbers assigned to providers of electronic communications networks and services provided at mobile locations, 5,221,580 numbers (75.2%) were in use at the end of 2022. Of the 1,683,380 numbers assigned to providers of electronic communications networks and services provided at fixed locations, 953,929 numbers (56.7%) were in use. As for other services (location-independent services, Freephone, Premium rate etc. from ranges 1,3,8 și 9), out of 18,013 allocated numbers, 9,264 numbers (51.4%) were in use. These figures indicate that in 2022, there was an increase in the rate of use of numbering resources for mobile and fixed networks and services, compared to 2021.

The data on the use of numbering resources for mobile and fixed networks and services in the past two years is shown in *Diagram 2*.

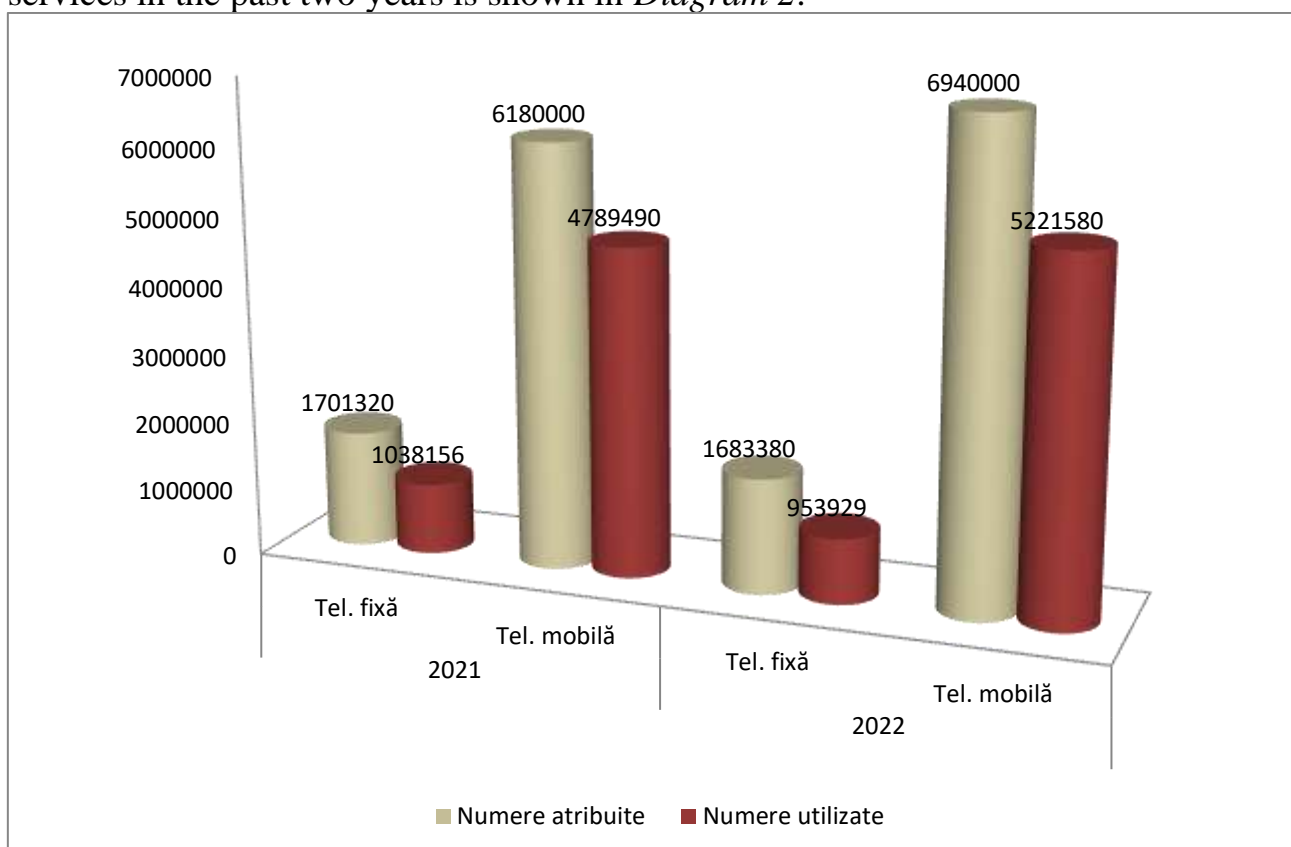


Diagram 2. Rate of use of numbering resources for fixed and mobile networks and services during the timeframe 2021-2022

3.4 Monitoring the evolution of telephone number portability

The portability service allows users to keep their phone numbers and choose or switch to a different electronic communications service provider, depending on the quality and variety of services, prices, loyalty programs offered, etc. It has been implemented in the Republic of Moldova since 2013.

In 2022, a total of 91,075 phone numbers were ported, of which 90,422 (99.3%) were mobile phone numbers and 653 (0.7%) were fixed-line numbers, indicating an

annual increase in the total number of ported numbers by 4,662 compared to 2021. The increase in the number of ported numbers demonstrates the benefits of this service for end-users.

The monthly average of ported numbers increased from 7,201 in 2021 to 7,589 ported numbers in 2022. The months of December, October, and June had the highest number of ported numbers: 8,182, 7,877, and 7,861, respectively.

Out of the over 90,422 mobile phone numbers ported in 2022, the majority, 33,616 (37.2%), were received by JSC Moldtelecom (Unite). JSC Moldcell received 32,850 numbers (36.3%), and JSC Orange Moldova received 23,956 numbers (26.5%).. (Chart 3).

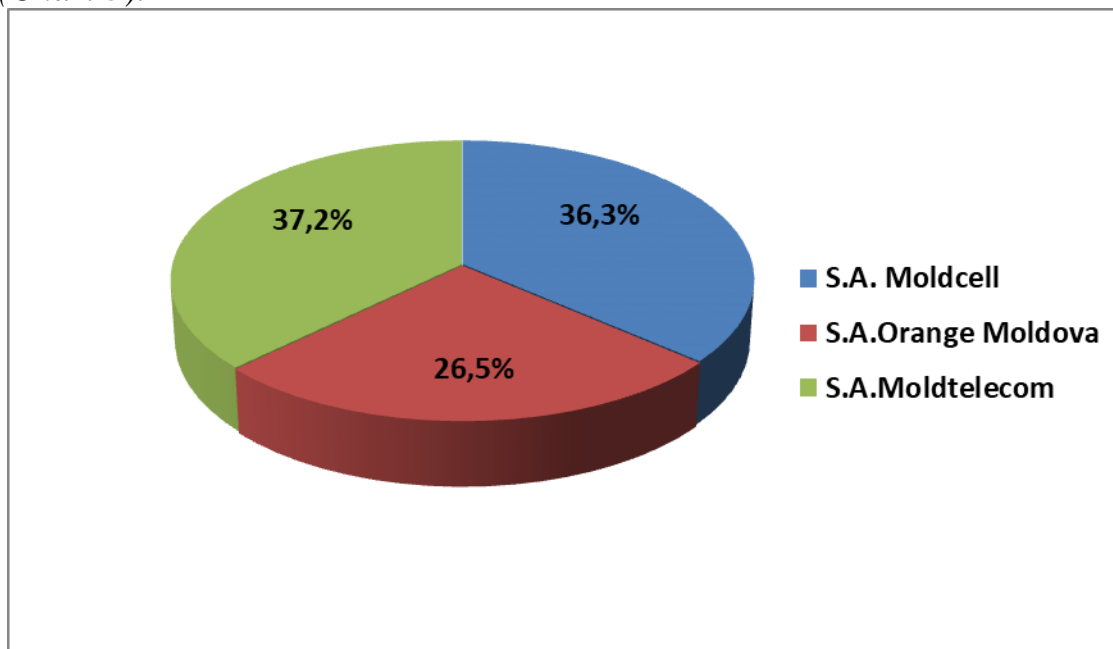


Chart 3. *Percentage distribution of ported phone numbers by provider.*

Table no. 6. The amount of fixed telephone numbers ported in 2022, per provider

Fixed voice provider	Fixed voice numbers ported in 2022
LLC Starnet Soluții	233
JSC Moldtelecom	126
JSC Moldcell	101
JSC Orange Moldova	78
Other providers	115

Since 2013, 519,266 numbers have been ported between electronic communications networks, of which 495,924 - mobile numbers and 23,342 – fixed voice numbers.



Chart 4. *Evolution of the porting process of mobile and fixed numbers and monthly average, in the timeframe 2018-2022*

ANRCETI monitors the evolution of phone number portability and offers support to electronic communications providers to fulfill the porting process, in accordance with the regulations in force.

The management of administrative processes, associated with number portability, is carried out through an IT system, administered by an entity authorized by ANRCETI. It constantly monitors the operation of this system and gives support to providers for the proper development of porting processes.

In this sense, in 2022, the Memorandum was signed regarding the continuation of the provision of number portability services between the company Mediafon Datapro UAB, I.C.S. NP Base LLC and JSC Moldcell, JSC Moldtelecom and JSC Orange Moldova, with the support of the National Association of ICT Companies (ATIC). According to this Memorandum, taking into account the position of fixed and mobile telephone service providers in the Republic of Moldova, the NPCDB administrator will continue to provide number portability services, on condition the tariff applied to voice service providers is reduced. As a result of negotiations and based on the regulations issued by ANRCETI, the providers agreed with the NPCDB administrator to reduce the tariffs for porting services, from 01.07.2022, by about 10 times. Thus, in order to ensure the end user's right to choose the telephone service provider without changing the telephone number, the Agreement for the organization, operation, administration and maintenance of the centralized database, dated September 12, 2012, signed between ANRCETI and ÎCS NP Base LLC was extended until June 30, 2032.

By accessing the www.portare.md website, users can obtain all the information about number portability and the steps they must follow if they decide to change the telephone operator. The page also includes a search engine through which you can find the provider in whose network a number is active, as well as whether that number has been ported or not.

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

In 2022, ANRCETI conducted 46 inspections in electronic and postal communications, of which - 45 inspections were planned and 1 unplanned. The inspections revealed various violations of the legislation in the field of electronic communications, which were subsequently remedied within the terms specified by ANRCETI or immediately during the control process.

The most frequent types of violations detected were:

- Failure to submit statistical reports within the established deadlines;
- Submission of incorrect data in the submitted reports;
- Non-compliance with the general authorization conditions;
- Failure to submit reports on revenues derived from electronic communications activities within the established deadlines.

A total of 31 violations were identified during the inspections, 14 of which were immediately remedied, during the inspection. Prescriptions were issued regarding the remaining 17 providers, establishing deadlines for them to remedy the identified violations.

3.6 Finding and examining contraventions

ANRCETI, as the authority empowered to detect contraventions in the field of electronic communications, found 48 contraventions, which were reflected in 48 contravention reports.

The contravention cases initiated by ANRCETI referred to 15 individuals and 33 legal entities.

The following served as grounds for starting the contravention cases:

- 44 notifications received from providers of electronic communications networks and services, public order enforcement bodies and other competent bodies (SA Moldtelecom, IP Ialoveni, IP Orhei, LLC Metical, SNFR, IP Centru, IP Ștefan Vodă, IP Causeni, IP Leova, LLC Starnet, IP Buiucani, IP Făleşti, IP Cantemir);
- 4 ANRCETI's self-notifications.

Depending on the illegal acts provided for and sanctioned according to the Contravention Code of the Republic of Moldova no. 218/2008 (hereinafter – Contravention Code), the total number of contraventions found in the reporting period can be divided as follows:

- non-compliance of providers of electronic communications networks/services with the general authorization conditions (art. 247 paragraph (1)) - 3 reports;

- use of radio channels and/or frequencies without a license and/or technical permit (art. 248 paragraph (1)) - 2 reports;
- violation of the rules for protection of electronic communications lines and installations (art. 250 paragraph (6)) - 30 reports;
- conducting construction works in the protection zones of lines, cables and electronic communications installations without the authorization of the owner of these lines, cables and installations (art. 250 paragraph (7)) – 1 report;
- reckless damage to lines, installations, electronic and postal communications equipment (art. 255 paragraph (1)) – 10 reports;
- hindering the activity of the National Agency for Regulation in Electronic Communications and Information Technology (art. 259²) - 2 reports.

As a result of the contraventions examination, fines were applied, amounting to 212,100 lei (4,242 conventional units).

At the same time, during the reporting timeframe, in its role of a competent authority to solve contraventions, ANRCETI took part in 15 court proceedings of Chisinau Court (53 court hearings).

4. Ensuring Protection of End Users' Rights

ANRCETI is the central public regulatory authority that ensures and promotes the legitimate interests of users of electronic and postal communications services, by means of implementing policy documents, adopting regulatory acts, supervising the compliance with legislation and other legal activities.

ANRCETI promotes the interests of end users by:

- a) enhancing the level of their protection in relations with providers, especially by ensuring the existence of the dispute resolution procedure;
- b) obliging providers to ensure the protection of users' personal data;
- c) imposing observance by service providers of transparency in terms of rates and conditions of service use.

In order to protect end users, ANRCETI examines and solves consumer petitions, cooperates with the entities that represent their interests, provides information/consultations regarding the activity of providers operating on the market of electronic and postal communications services.

4.1. Examination and settlement of petitions

ANRCETI examines and resolves petitions in accordance with the provisions of the Administrative Code of the Republic of Moldova no. 116/2018.

During 2022, ANRCETI registered 201 petitions (requests, notifications/proposals) received from natural and legal persons. ANRCETI dealt with 183 petitions on issues related to electronic communications services, 15 petitions – issues related to postal communications, and 3 petitions - under the competence of other institutions.

Petitions can be classified according to certain criteria:

- 1) According to the method of submission:
 - a) 136 petitions - in written form;
 - b) 63 petitions - via e-mail;

c) 2 petitions - submitted verbally (during the hearing at ANRCETI, being recorded in the minutes).

2) By the way they were addressed:

a) 118 petitions - were addressed directly to ANRCETI;

b) 83 petitions – referred to ANRCETI by other state entities (The President’s Office, the Parliament of the Republic of Moldova, General Prosecutor's Office, State Chancellery, Ministry of Infrastructure and Regional Development, State Inspectorate for the Supervision of Non-Food Products and Consumer Protection, General Police Inspectorate)

3) By categories of addressees:

a) 194 petitions – submitted by individuals;

b) 7 petitions - submitted by legal entities;

4) By type of services:

a) 15 petitions – fixed voice;

b) 93 petitions – mobile voice;

c) 68 petitions – internet access;

d) 6 petitions – audiovisual media services;

e) 16 petitions – postal services.

Among the 201 petitions registered by ANRCETI:

a) 139 petitions – served as basis for initiating administrative procedures, which were completed by:

- a number of administrative operations or real acts (recommendations, warnings, other actions carried out by ANRCETI), which contributed to solving the problems reported by petitioners (where the petitions were legally founded) or to informing them (in other cases) regarding the possible solutions – 122 petitions;

- by tacit waiver by petitioners – 17 petitions;

b) 59 petitions – were attached to the already existing files;

c) 3 petitions - were submitted, according to the competence, to other state authorities.

As a result of the systemic analysis of the petitions received by ANRCETI in 2022, it was found that users of electronic communications services face, in particular, the following problems:

a) billing method for services, in particular, provided in roaming;

b) delay of information messages regarding the status of users' accounts, which leads to exceeding the credit limit of extra-subscription mobile internet traffic;

c) non-compliance with the contractual clauses, in particular, in the part related to the quality of services;

d) application of the penalty, following the termination of the contracts, before the expiry of the established minimum period.

The main problems reported by users of postal services were:

a) exceeding the deadline for delivery of postal items;

b) damage to postal items.

The table below represents the statistical data on the subjects of petitions examined by ANRCETI in 2022:

Subject	Number of petitions
Electronic communications	
On contracts:	

• Non-compliance with the credit limit	4
• Abusive clauses	5
• Inability to negotiate contractual clauses	3
• One-sided modification of contracts	3
• Disagreement with termination fees	33
• Disagreement with debt recovery through extrajudicial procedure	9
• Lack of prior information regarding termination	11
• Non-processing of termination requests	6
• Tariff increase	4
Failure to respond within the specified timeframe to complaints	6
Service suspension	14
Repair of disruptions	9
Prepaid services	6
Billing	
• Billed amount	17
• Refund of deposited amount	9
Portability	2
Roaming	5
Coverage	
• Mobile voice services	7
• Internet access services	2
• Fixed voice services	3
• TV services	1
Unsatisfactory service quality	
• Fixed broadband	8
• Mobile broadband	7
• Fixed voice	2
• Mobile voice	6
• TV	6
Postal communications	
• Delivery timeframe	3
• Postal item damage	3
• Postal item loss	4
• Damages	6
• Non-delivery of postal item	1

4.2. Institutional telephone line

By means of the institutional phone line 080080080, the citizens of the Republic of Moldova can request information and consultations regarding the areas of ANRCETI's activity.

The number 080080080 can be dialed free of charge from any locality in the country, both from fixed and mobile networks.

During the reporting period, ANRCETI registered a total of 354 calls via the institutional phone line. The majority of the calls were related to the following issues:

- Quality of electronic communications services
- Contractual conditions
- Timeframes of repairing disruptions
- Loss/damage of postal items.

For all received calls, ANRCETI specialists provided the necessary legal, technical, and informational support, as well as appropriate recommendations, within their competencies and in accordance with the applicable legislation.

4.3 Update of Mobile Services Coverage Map and Offers Comparison Tool

The Mobile Services Coverage Map_Quality Parameters (hereinafter referred to as the "Map") is a platform developed exclusively by ANRCETI, provides the users with real-time information on the coverage and quality of mobile services offered by the mobile communications providers - Orange Moldova, Moldcell and Moldtelecom - based on the measurements conducted by SNMFR (National Radio Frequency Management Service).

The Map provides information about signal coverage on national roads, as well as in localities, categorized per provider and technology (2G, 3G, or 4G). Users interested in the signal level in a specific locality should select the respective locality tab from the title bar. By accessing the Coverage section, users can view the average mobile signal level assessment, measured per selected road or locality, with each measured point displayed, the coverage rate (%) per road and locality, the total number of measured points per selected road and locality, and the measurement campaign periods - 2019, 2020, 2021, or 2022.

Moreover, in the Quality Parameters section, the Map allows users to view quality indicators separately for roads and localities, with the option to locate them on the map, based on measurements conducted between 2019 and 2022.

ANRCETI has recently updated the Map with new data based on measurements carried out on 35 national roads and within the urban areas of 45 localities, from January to September 2022, by SNMFR.

Furthermore, at the end of 2022, the Statistics section was redesigned to optimize the editing and graphical representation of statistical data.

Through the website <https://harta.anrceti.md> all interested stakeholders can find information about areas with excellent, weak, or even no signal coverage.

Regarding the Information System "Offer Comparison Tool," it will be further developed by including mobile operators' offers with roaming options/services. This will allow users to compare offers, including the tariffs applied by operators for services provided in both Romania and the European Union territory.

5. Communication and International Cooperation

ANRCETI's communication activity is mainly focused on informing the public and the media about the regulatory process of the electronic communications and postal sector, ensuring transparency in decision-making. ANRCETI promotes, particularly through its official website www.anrceti.md, its actions related to public consultation and the approval of Board of Directors resolutions that have a significant impact on the development of the relevant sectors.

Additionally, ANRCETI maintains effective communication with international organizations in the field, regulatory authorities from the European Union and Eastern Partnership countries, by participating in various events they organize.

5.1 Transparency of decision-making

According to the provisions of the Law on Transparency in Decision-Making Process no. 239/2008 and the Government Decision on the Mechanism of Public Consultation with Civil Society in Decision-Making Process no. 967/2016, ANRCETI published the ANRCETI Administrative Board Draft Decisions and the related materials on its official website.

In this regard, ANRCETI provided an opportunity for both electronic communications and postal service providers, as well as other interested stakeholders, to take part in the process of developing regulatory acts with economic impact on the markets. This was aimed at gathering their proposals and recommendations on the publicly consulted draft decisions. The draft regulatory acts were prepared in accordance with the provisions of the Law on Regulatory Acts no. 100/2017.

During the reporting timeframe, in nine public sessions, ANRCETI approved 38 Administrative Board Decisions. As part of the public consultations, ANRCETI received 58 recommendations from interested individuals regarding the draft projects presented for public consultation.

Public Consultation Process of ANRCETI Administrative Board Draft Decisions in 2022

Name of Indicators	Number
Number of adopted decisions	38
Total number of received recommendations	58
Total number of accepted recommendations	25
Number of organized consultative meetings, public debates, and public sessions	9

Number of cases in which ANRCETI's actions or decisions were challenged for non-compliance with Law no. 239-XVI of 13.11.2008	0
Number of sanctions imposed for violations of Law no. 239-XVI of 13.11.2008	0

5.2 Communication with mass-media

ANRCETI maintains an ongoing dialogue with media representatives through its official website, www.anrceti.md, providing them with press releases, various announcements, responses to inquiries regarding the activities of ANRCETI's Administrative Board, regulatory acts approved by the Board, statistical data on the evolution of the electronic communications and postal market, and many more. During the reporting period, ANRCETI published 35 press releases on its official website and distributed them to media representatives. The majority of these press releases were published in online media outlets and broadcast on radio and TV.

5.3 International cooperation

In order to capitalize on partnership opportunities and exchange of experience, taking into account its legal responsibilities in the relevant fields, ANRCETI continued to be present and active internationally, by delegating its representatives to various events aimed at developing the sectors under its competence.

ANRCETI continued its activities within the Eastern Partnership Electronic Communications Regulators Network (EaPeReg), which is the most significant ongoing project funded by the European Commission (EC). As part of this project, ANRCETI is one of the beneficiaries of the EC's EU4Digital program, which aims to extend the EU Digital Single Market to the Eastern partner countries, fostering the potential of the digital economy and society. Through EU4Digital, the EU promotes:

- a) reduction of roaming rates between EaP countries and the EU;
- b) development of broadband networks to expand electronic services;
- c) harmonizing the use of radio frequency spectrum;
- d) strengthening the independence of electronic communications regulatory authorities.

Currently, the EU4Digital Program is implementing its second phase, which was launched in October 2022 during the Plenipotentiary Conference of the International Telecommunication Union (ITU) held in Bucharest, Romania. This phase will extend until 2025 and ensure the continuity of activities carried out during the first phase of the Program (2019-2022), which laid the foundation for the activity directions.

EU experts involved in the EU4Digital program, together with members of the EaPeReg expert groups, including ANRCETI specialists, made efforts to achieve efficient and fruitful outcomes. The IRB EWG (Independence of the Regulator and Broadband Network Development) group developed a draft Electronic Communications Law, adaptable to the national conditions of each partner country. Additionally, the group finalized questionnaire models for systematic data collection on broadband service availability. It is worth noting that the members of this expert group attended a workshop on Broadband Mapping, funded by the EC through the Technical Assistance and Information Exchange instrument (TAIEX).

Moreover, the members of the REWG expert group, focusing on roaming issues, and the SEWG expert group, involved in harmonized use of radio frequency spectrum, developed the texts of the Regional Roaming Agreement and the Regional Radio Frequency Spectrum Agreement. These texts were subject to national coordination in close collaboration with the line ministry.

Due to the ongoing pandemic situation in 2022, as well as the regional situation related to the war in Ukraine, the EaPeReg events took place both online (REWG sessions) and face-to-face (IRB EWG, SEWG, and Plenary Session of EaPeReg). All the meetings within EaPeReg, attended by ANRCETI management and employees, provided an opportunity to enhance professional experience and knowledge through collaborative activities with EU experts, strengthening relationships with regulatory authorities from the EaP countries, EU member states, relevant ministries, and the EC.

During 2021-2022, ANRCETI was beneficiary of a technical assistance project organized and delivered by the Office of Electronic Communications (UKE) from Poland. This project was part of the Development Cooperation Program 2021, funded by the Ministry of Foreign Affairs of the Republic of Poland. The project activities, mainly conducted online, involved discussions, presentations, and exchange of experiences on regulatory matters in the electronic communications and postal sector. The topics covered included access to properties regarding the calculation of access tariffs, critical incidents in electronic communications networks, regulation of network unavailability cases, equipment conformity requirements in the EU market, and more.

ANRCETI representatives also participated in a training program organized by UKE in Warsaw, where they studied UKE's practices in implementing EU legislation. This event highlighted aspects related to the regulatory process, methods of setting access rates for telecommunications infrastructure, dispute resolution practices, access of mobile virtual network operators (MVNOs) to mobile networks, and provisions regulating universal telecommunications services.

In September-October 2022, ANRCETI's management participated in the ITU Plenipotentiary Conference in Bucharest, Romania, as members of the official delegation of the Republic of Moldova. During this event, alongside the launch of the second phase of the EU4Digital project, ANRCETI representatives also took part in a bilateral meeting between EaPeReg and ITU. The purpose of this event was to strengthen the cooperation between ITU and the EaP platform.

ANRCETI representatives also attended the high-level session organized by EaPeReg and the Body of European Regulators for Electronic Communications (BEREC), as well as the bilateral meeting between EaPeReg and BEREC experts. The aim of these events was to bring together representatives and experts from EaPeReg and BEREC working groups to discuss cooperation perspectives and activity plans. Additionally, BEREC Office members shared their working experience in providing practical support to BEREC.

An important event of 2022 was the EaPeReg Plenary Session, which marked a decade of activity and effective collaboration between the partner countries. EaPeReg stands as a success story in the cooperation between telecommunications regulatory authorities from the partner countries and EU member states. The example set by EaPeReg inspired similar networks in other geographical regions and sectors of the economy, as highlighted by the representative of the European Commission during the Plenary Session.

The topics discussed during the Plenary Session included the activities carried out by EaPeReg in 2022, priorities for 2023 within the EU4Digital program, and cooperation between EaPeReg partners, and other regional platforms of regulatory authorities. Moreover, the Plenary elected the Chair and Vice-Chair of EaPeReg for 2023: the regulatory authority from Georgia as Chair, and the regulatory authority from Ireland as Vice-Chair.

In 2022, ANRCETI hosted the team from the National Authority for Management and Regulation in Communications (ANCOM) of Romania, on a working visit led by its President, Vlad Ștefan Stoica. The visit was aimed at strengthening the bilateral relations between the two regulatory authorities. Several topics of common interest were discussed during the working meetings, with the main focus on the implementation of the Agreement on Roaming Rates Reduction between the two countries and the joint actions of the two regulatory authorities, as well as the prospect of concluding a roaming agreement between the Republic of Moldova and the EU.

Both parties positively appreciated the effects brought about by the implementation of the Agreement on Roaming Rates Reduction, primarily emphasizing the significant decrease of tariffs and the increase in roaming service consumption.

Representatives of both authorities expressed their joint intention to further enhance the dialogue and cooperation in their respective areas of competence.

All internationally organized events valuably contributed to both the professional and overall development of ANRCETI employees, as well as to ensuring a visible presence of ANRCETI at regional and international levels.

6. Human Resources

The organizational human resources policy in 2022 focused on implementing the legal provisions regarding the establishment of employees' salary rights, the maintenance of staff records, and the management of staff professional dossier.

As of December 31, 2022, ANRCETI had a total of 45 staff, including 6 managerial staff and 39 executive staff.

The largest share based on age categories - 40% - belongs to staff aged between 40-49, followed by 37.8% - those aged 30-39. 11.1% are aged 50-59, and the same percent - aged 60-69. 43.8 is the average age of ANRCETI staff. (*Chart 5*).

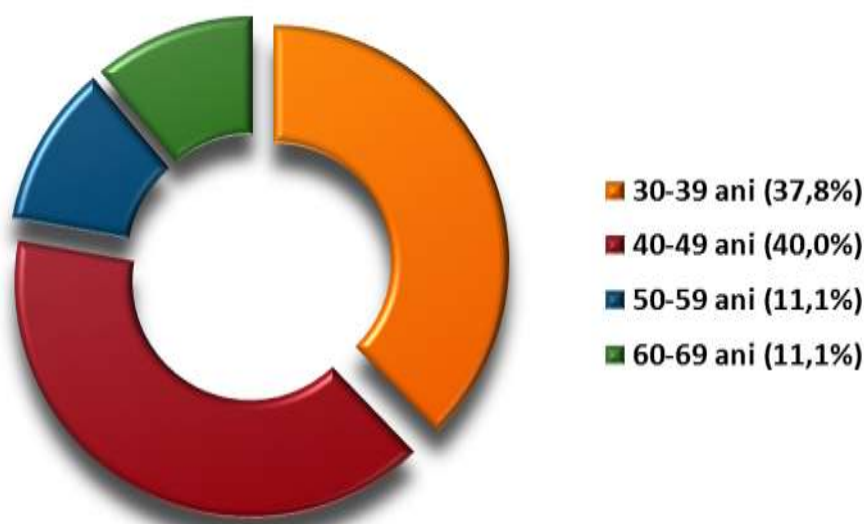


Chart 5. *Structure of ANRCETI staff by age.*

ANRCETI's staff have higher education degrees for the relevant fields of regulatory activities. All employees possess the necessary competencies according to their for their job descriptions. The employees are fully engaged in their areas of expertise, duly fulfilling their duties and responsibilities. The chart below reflects the structure of employees based on their specialization.

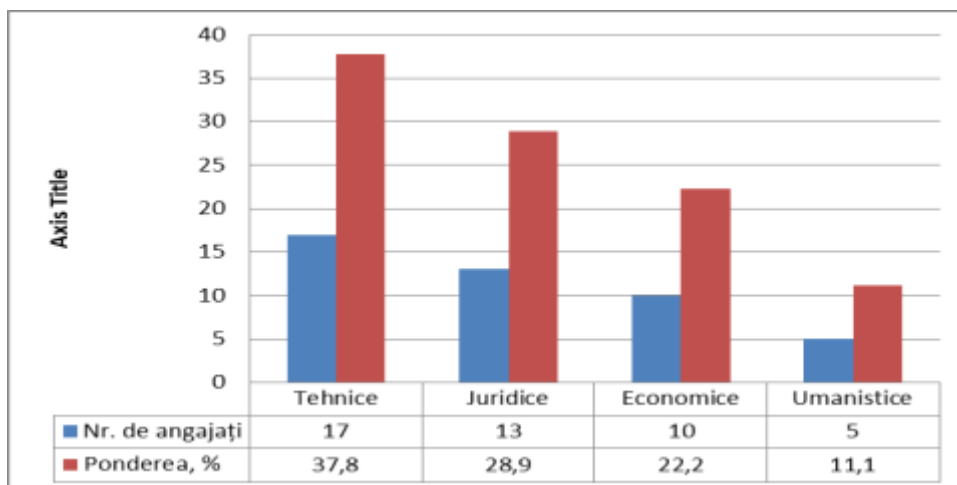


Chart 6 . Structure of staff based on specialization

Additionally, it should be noted that 12 employees are holders of two higher education degrees, including one of doctor's degree in law, while 5 employees are pursuing postgraduate studies at master's or doctoral levels.

During 2022, the employment conditions of 8 employees were modified, as they were transferred to other subdivisions, while other 3 resigned for various reasons (end of individual employment contract, retirement, personal reasons).

In pursue of assessing the individual performance objectives and identify professional development needs, ANRCETI evaluates the professional performance of its employees through the Staff Management and Employee Performance Evaluation system. As a result of the employee evaluations, an exceptional rating was achieved by 22.5% of employees, very good by 47.5%, and good by 30%.

ANRCETI's human resources policy aims to continuously develop the human potential, strengthen institutional capacity, and create an organizational culture based on open communication with the staff, in order to achieve operational objectives and create a suitable motivational climate within the authority.

7. ANRCETI Priorities for 2023

Reducing roaming tariffs between RM and the EU.

In 2022, the Republic of Moldova expressed its interest in concluding a roaming agreement with the European Union. To achieve this objective, ANRCETI will focus its efforts on the development and approval of tariff regulations within the framework of the Delegated Regulation No. 654/2021 of the European Union, necessary for the conclusion of the roaming agreement between the Republic of Moldova and the European Union. The aim is to ensure a reduction in retail roaming tariffs. Thus, ANRCETI intends to approve special preventive measures for

regulating calls originating from EU numbers, providing them with treatment similar to national calls terminated in a domestic fixed or mobile network.

Benefits of implementing the RM-RO roaming agreement.

On February 11, 2022, the Agreement on the Reduction of Roaming Service Charges and International Call Charges between the Republic of Moldova and Romania was signed. Therefore, one year after the signing of this agreement, ANRCETI, together with ANCOM, will prepare and publish a joint report monitoring the implementation of the RM-RO roaming agreement. This report will allow for a comparative analysis of the benefits enjoyed by mobile phone users in both the Republic of Moldova and Romania.

Protection and promotion of user rights.

In order to strengthen the measures for protecting the rights and legitimate interests of end-users of electronic communications services, in 2023 ANRCETI will:

- a) revise the Regulation on the provision of publicly accessible electronic communications services;
- b) develop a new website to facilitate effective communication with both users and providers;
- c) launch an awareness campaign for accessing two online applications - the Mobile Service Coverage Map and the Offer Comparator. These applications will provide real data on the coverage and quality of electronic communications services, as well as the ability to compare offers provided by different providers.

Competition assurance.

In 2023, ANRCETI will initiate the 6th round of analysis of relevant electronic communications markets to determine the existence of effective competition in these markets. This will involve reviewing preventive regulatory measures to maintain or withdraw obligations previously imposed on designated providers with significant market power in the following relevant markets:

- a) Market for access by end-users, individuals, and legal entities to a fixed public telephone network (Market 1);
- b) Market for voice call termination on own fixed telephone networks (Market 3);
- c) Wholesale market for local access at fixed points (Market 4);
- d) Wholesale market for central access at fixed points for mass-market products (Market 5);
- e) Market for voice call termination on own mobile telephone networks (Market 7).

Access to properties.

In 2023, ANRCETI aims to approve a set of modifications to the Methodology for calculating the right of access to properties. Through these modifications, ANRCETI seeks to provide the necessary clarifications to eliminate uncertainties or issues identified in the implementation process of Law No. 28/2016.

Development of information systems.

- a) Development of a new online reporting system for electronic communications and postal service providers, which will generate automated comprehensive statistical analyses and facilitate more efficient monitoring of the development of the electronic communications and postal market.
- b) Identification of solutions for modernizing Numbering Resource Management.

International cooperation.

- a) Eastern Partnership.

In 2023, ANRCETI specialists will remain actively involved in the three expert groups (REWG, SEWG, and IRB EWG), with the finalization and signing of the Regional Roaming Agreement and the Regional Agreement on Harmonized Use of Radio Spectrum as key objectives. These objectives take into account the current situation in the region, promoting the independence of regulators and the development of broadband networks.

- b) BEREC - Body of European Regulators for Electronic Communications.

Another important priority for ANRCETI in 2023 is to participate in BEREC working groups, thereby contributing to the alignment with EU standards in the field of electronic communications.

- c) ERGP - European Regulators Group for Postal Services.

Continuing the collaboration as a permanent observer, a status obtained by ANRCETI in 2022, in ERGP activities, with the aim of cooperation with countries in terms of regulation, development, and monitoring of the postal sector.

- d) Maintaining relations with the International Telecommunication Union and the Universal Postal Union, as well as developing relationships with other specialized organizations.