



Methods for resolving disputes in telecommunications under the conditions of new Telecommunication act

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Legal and Regulatory framework

TELECOMMUNICATIONS ACT

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- The state monopoly of providing the fixed telephone service and leased lines expired on 31 December 2002.
- Fulfilment of the obligations undertaken by the Republic of Bulgaria under Chapter 19 of the negotiations for the EU accession and the commitment for approximation of our legislation to the EU legal framework as part of the EU accession process.



National Regulatory Authority

- The Communications Regulation Commission (CRC) is created on 29.01.2002 .
- CRC is an independent regulatory authority, successor of State Telecommunications Commission.



Basic Disputes

The basic dispute which arise between the operators in their relation in telecommunications are related with the refusals from operators, most often the operator with the significant market power, to provide services, like interconnection between networks, service "leased lines" from minimal package of types, special access to the local loop.



Disputes between operator and end users

- The Telecommunications act does not provide a special procedure for resolving disputes between operators and end users.
- For a protection of the interests of the end users Telecommunications act contains a number of provisions which obligate the public operators to provide services to end users by observing the principals of transparency, proportionality and non-discrimination.



Competence of the CRC and the Commission on Protection of Competition

- The Commission on Protection of Competition, who has a legal capacity to resolve such a disputes.
- The legal capacity of the CRC, related to the competition, include the power to regulate the prices.



The legal capacity of the CRC to establish consultative structures

The possibility for the CRC to establish with decision consultative structures in which can take a part state bodies, brunch organizations of operators or several operators



Thank you!