

ANRTI **REPUBLIC OF MOLDOVA**
NATIONAL REGULATORY AGENCY
FOR TELECOMMUNICATIONS AND INFORMATICS

SEMINAR ON ENFORCING
TELECOMMUNICATIONS LAW, POLICY AND
REGULATIONS

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Session III: Enforcing Telecom Laws and Regulations
License obligations, Interconnection, VoIP

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Geographical note

MOLDOVA

- **Geographical position**
South-East Europe, bordering Romania and Ukraine
- **Surface (Area)**
33.845 sq km
- **Population**
3.600.000 (excepted Transnistria)
- **Capital**
Chisinau



Authorities in telecommunications sectors and Information Technologies		
Ministry of Transport and Telecommunications (MTC)	Policy Bodies	Elaboration of the development policy and strategy in telecommunications
Department of Information Technologies		Elaboration of the development policy and strategy in the field of the information technology
National Regulatory Agency for Telecommunications and Informatics	Reg Body	Implementation of the development policy and strategy in telecommunications and information strategy
State Communication Inspectorate	Instrumental Monitoring	Implementation the MTC policy in the radio spectrum management

About NRATI

National Regulatory Agency for Telecommunications and Informatics was founded in 2000 through Government Decision

Mission

- Enhance development of telecommunications and informational technologies field
- Ensure fair competition
- Increase penetration
- Promote and developing new services and technologies.
- Ensure Interconnection of networks and interoperability of services
- Ensure Universal Service
- Ensure quality of services
- Promote and protect users' interests

Instruments of the Agency

1. Regulate of telecommunications and informational technologies domain through;
 - Insuring licenses and monitoring compliance with license conditions
 - Setting the conditions of service provision and controlling of service quality
 - Establishing the principles and rules for interconnection of public telecommunications and informatics networks
 - Allocating and managing numbering resources
 - Regulating tariffs for the services provided by operators with significant market power
2. Dispute settlement between operators and between operators and users

Principal Sources of Authority for the Agency

I Legal Framework

1. Telecommunications Law Nr. 520-XIII of 07.07.95
2. Law on Informatics Nr. 1069-XIV of 22.06.2000.
3. Broadcasting Law
4. Law on Licensing Certain Types of Activities Nr. 451-XV of 30.07.2000
5. Law on Competition Protection Nr. 1103-XIV of 30.06.2000
6. Law on Consumer Protection
7. Code on Administrative Contraventions
8. Civil Code of the Republic of Moldova
9. Penal Code

II Regulatory framework

General regulations

1. Regulation on License Issuance in Telecommunications and Informatics
2. Regulation on Interconnection
3. New National Numbering Plan
4. Provisional Procedure for Allocation of Numbering Resources
5. Regulation Regarding Domain Name Administration of the Top-level domain .md

Regulations on Service Provision

1. Regulation on Fixed Telephony Service Provision
2. Regulation on Telegraph Service Provision
3. Regulation on Mobile Cellular Telephony Service Provision (General Conditions)
4. Regulation on Tariffs for Public Telecommunication and Informatics Services

Regulations on Dispute Resolution and Sanctions

1. Regulation on Dispute Resolution between Operators, and between Operators and Users, carried out by the Agency
2. Procedure Regarding the Manner of Applying Administrative Sanctions for Administrative Contraventions in Telecommunications and Informatics

Licenses

Legal and regulatory framework for license issuance

1. Telecommunications Law Nr. 520-XIII of 07.07.95
2. Law on Informatics Nr. 1069-XIV of 22.06.2000.
3. Broadcasting Law
4. Law on Licensing Certain Types of Activities Nr. 451-XV of 30.07.2000
5. Regulation on License Issuance in Telecommunications and Informatics

Types of licenses

Licenses for types of activity

- Individual licenses
- General licenses

Technical licenses (broadcasting)

I. Compliance with license conditions

I. Compliance with license conditions

License conditions for service provision refer to:

1. Preparatory phase

- Determines the conditions of working with customers
- Additional authorizations necessary for launching the activity

Actions: Control over compliance with the preliminary conditions
Decision on launching the service

2. Activity phase

- Conditions for network construction and service provision in compliance with the Regulation on providing the given service.
- Quality of service
- Obligations of compliance with the legislation, regulations and the Agency decisions

Actions: monitoring the activity, complaints and petitions analyses
In case of non-compliance – applying sanctions and penalties.

II. Applying sanctions

- Code on Administrative Contraventions
- Civil Code of the Republic of Moldova
- Penal Code
- Regulation on Dispute Resolution between Operators, and between Operators and Users by the Agency
- The Procedure of applying administrative sanctions for administrative contraventions in telecommunications and informatics

Challenges

1. Suspension and withdrawal of a license for service provision – an exceptional case
2. Small fines
3. Bringing actions in court – judges and attorneys of Law limited competence in telecommunications issues

IP telephony

Regulation of IP-telephony in Moldova

- Interconnection, signing Interconnection Agreements
- Provision of IP-telephony services for Moldtelecom subscribers via access codes
- Charges for access deficit

Challenges

1. Quality of international telephone calls
2. CLI
3. Fax

II. Interconnection and Access

Regulation on Interconnection, May 2002

- Procedure of negotiating and signing an Interconnection Agreement
- Indirect interconnection
Moldtelecom RIO for 2003, 2004 and 2005
Procedure of dispute resolution

Interconnection Agreements - 56

Direct Interconnection Agreement, between:

- Mobile telephone operators – 1
- Moldtelecom and mobile telephone operators – 2
- Fixed telephone operators – 4
- Moldtelecom and Internet operators – 32
- Moldtelecom and IP-telephony operators – 14

Indirect interconnection agreements, between

- Mobile telephone operators and fixed telephone operators - 3

Problems to be solved

- 1. Unbundled access to the local loop
- 2. Access to ducts and masts
- 3. Designation of operators with significant market power

Adoption of converged legislation and regulation

Law on Electronic Communication