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**TELECOMMUNICATION  
DEVELOPMENT BUREAU**

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FOR INFORMATION

SOURCE: CRC, Bulgaria

TITLE: Data collection and dissemination process of Communications Regulation Commission,  
Bulgaria

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## **Data collection and dissemination process of Communications Regulation Commission, Bulgaria**

For the implementation of its regulatory functions the Communications Regulation Commission (CRC) collects and processes on a regular basis data on the national telecommunication activities. Information is requested directly from the operators via/on questionnaires (filled in by the licensed/registered telecommunications operators and the internet services providers, not subject to any authorization and providing services on a free regime). According to the license provisions every telecommunications operator is obliged to submit data on annual basis, while every fixed or mobile operator has to provide information twice per year (in a period of six months).

A set of different questionnaires for data collection is worked out to cover the following telecommunications activities:

- Provision of fixed telephone services
- Provision of fixed telephone service through public payphones
- Provision of mobile services (through NMT, GSM, UMTS and TETRA networks)
- Provision of leased lines
- Provision of data transmission services
- Provision of cable TV and communication services through cable distribution networks
- Provision of services through „point to point” networks in the fixed radio service
- Provision of services through satellite networks in the fixed radio service
- Broadcasting services (radio and TV)
- Provision of Internet access

On the basis of the information collected, database is maintained and updated by types of telecommunication activities. Regarding the current monitoring of the development of the national market different indicators, defined by CRC are being followed. Detailed revision of the indicators included in the questionnaires is made regular (annually) in order to verify that they bring relevant information.

At the moment, a new electronic (pdf) format of the questionnaires is being worked out and tested. The new format would facilitate the data collection process, including filling in of the questionnaire, data verification and processing.

The information gathered by the questionnaires is being used for the preparation of the Annual Report of the CRC (available on [www.crc.bg](http://www.crc.bg), section *annual reports*), as well for performance of the specific regulatory functions.

CRC also provides information to various international organizations and institutions - ITU, the European Commission, the European Regulators Group (ERG)/Independent Regulators Group (working groups and projects). Information is being gathered also within the range of Market Monitoring projects - Project for Monitoring of Telecommunication Markets in South East Europe “SEE Observatory” ([www.cullen-international.com](http://www.cullen-international.com)).

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