



Broadband Development in the Republic of Moldova

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www.eapereg.eu



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Quality of Broadband services from the consumers perspective

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Law on electronic communications nr. 241/2007

It transposes into the national legislation the provisions of the regulatory framework for electronic communications networks and services, adopted by the European Union in 2002:

- Directive 21/2002/EC
- Directive 19/2002/EC
- Directive 20/2002/EC
- Directive 22/2002/EC
- Commission guidelines on market analysis
- Recommendation 2003/311/EC
- Recommendation 2007/879/EC
- **NGA Recommendation 2010/572/EU**

Draft Infrastructure Law - *developed by the Ministry of ICT* is pending approval

http://www.mtic.gov.md/utilizarea_retelor_rom/

Regulation of non discriminatory access to infrastructure



Relevant Markets Related to Broadband



Market 4 - Wholesale network infrastructure access (including shared or fully unbundled access) at a fixed location.

Market 5 - Wholesale broadband access.

Market 6 - Wholesale terminating segments of leased lines, irrespective of the technology used to provide leased or dedicated capacity.

Market 8 - Wholesale trunk segments of leased lines.

Remedies on infrastructure access market

- ***to provide*** non-discriminatory access to all suitable ducts and related infrastructure
- ***to apply*** cost oriented (LRIC+) access prices
- ***to publish*** procedures and conditions applicable to the access
- ***to answer*** any (viable) access request in 10 working days (max)
- ***to offer*** access at a location in 6 months maximum time (where capacity needs to be increased)

Benefits

- ***Encouraging*** shared use and co-investments
- ***Encouraging*** the use of alternative infrastructures for fiber deployment
- ***Mandating*** equal access to SMP's infrastructure
- ***Access to*** fiber loops of the SMPs
- ***Access to*** FTTx loops as bit-stream



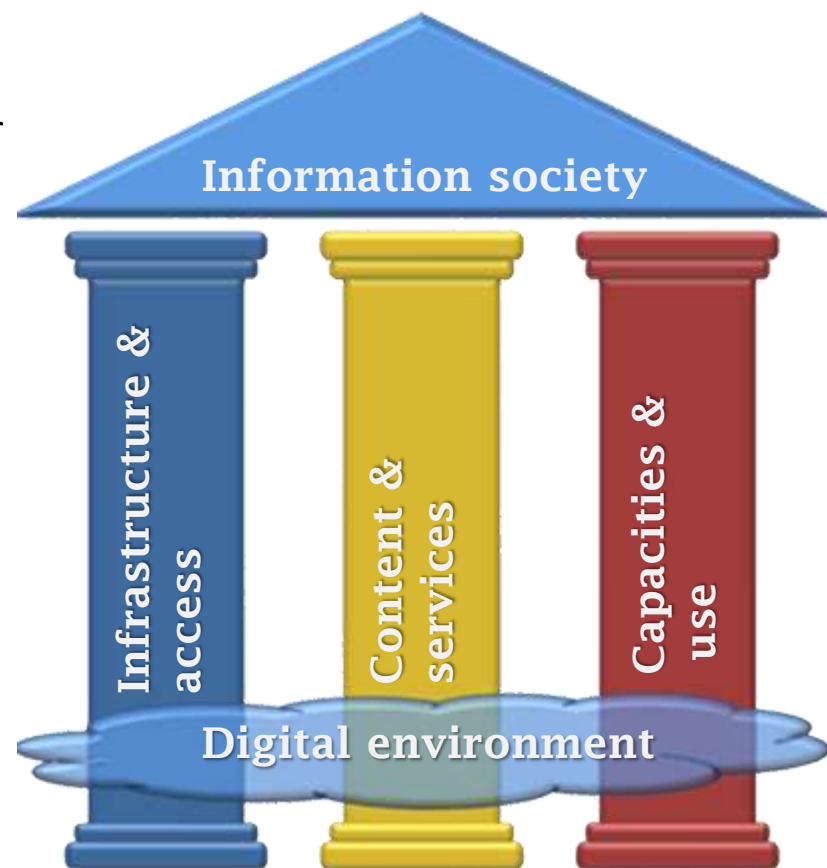
Infrastructure is a prerequisite for provision of Broadband services

„Digital Moldova 2020” Strategy
approved by the Government in 2013

Goal of the project – is creation of favorable conditions for development and large-scale use of ICT potential by public institutions, business and citizens through minimal intervention of state, but having a maximal effect

3 main areas (pillars):

- I. Infrastructure and access
- II. Digital content and electronic services
- III. Capacities and use



Measurable results

at least 60% of households connected to broadband Internet

- 75% of citizens become Internet users
- ***broadband access to a minimum speed of 30Mb/s***
- 100% of electronic public services become available online
- ***at least 80% of citizens become satisfied with the quality of provided services***
- 70% of the population use electronic services
- 60% of the population use digital signature
- at least 20% of the population shop online
- 100% of the population have access to digital TV



Electronic Communications Market



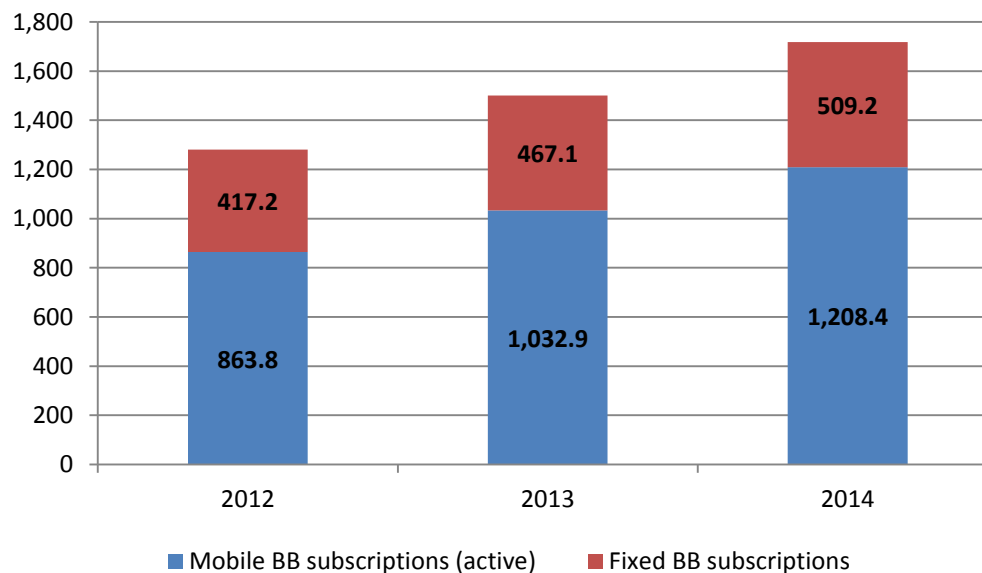
	Penetration * (%)	Revenue (mil.EUR)	ARPU * (EUR)	Other*
Mobile telephony	122,8	181,8	3,4	211 (MoU)
Fixed telephony	34,2	52,8	3,6	250 (MoU)
Fixed broadband	14,3	48,8	8,45	127Mb
Pay TV	7,7	19,5	2,54	
Mobile broadband (dedicated)	8,4	15,3	4,6	8 Gb (AUPU)
TOTAL		318,3		

[http://en.anrceti.md/files/filefield/Evolutia%20pietei%20\(eng\).pdf](http://en.anrceti.md/files/filefield/Evolutia%20pietei%20(eng).pdf)

Broadband Subscriptions

Basically, broadband is available to all citizens in the Republic of Moldova

- 99% is the coverage for 3G services and 94% for fixed broadband
- The coverage for 4G services as per December 2014, was almost 33%
- 1/3 of population have Mobile BB subscriptions
- About 3/4 of households have Fixed BB subscriptions (in which over a half are NGA subscriptions – FTTB/FTTH or DOCSIS 3.0)



Fast and Ultrafast Broadband

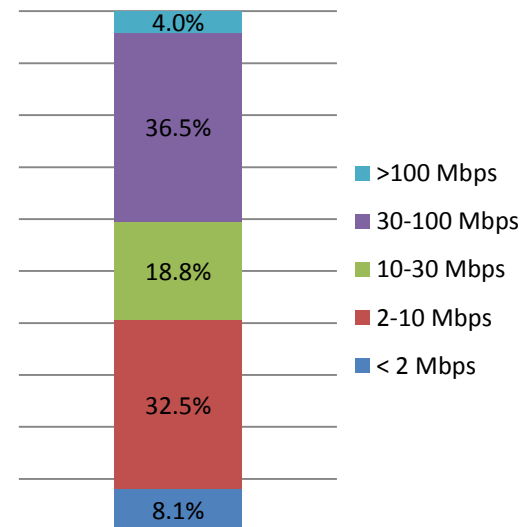


Average speeds of fixed and mobile broadband access

	Internet access at fix location		Mobile Internet access	
	download (Mbps)	upload (Mbps)	download (Mbps)	upload (Mbps)
Republic of Moldova	41,5	35,3	10,4	2,9
Global	22,6	10,2	12,1	4,9
UE	28,9	9,9	16,9	6,4

www.netindex.com

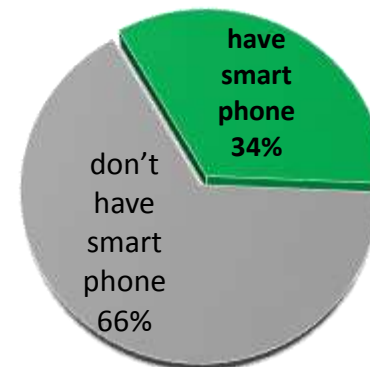
- Fast broadband (>30 Mbps) is getting popular, while ultrafast broadband (>100 Mbps) is still rare.
- About 18% of households subscribe to fast and ultrafast broadband



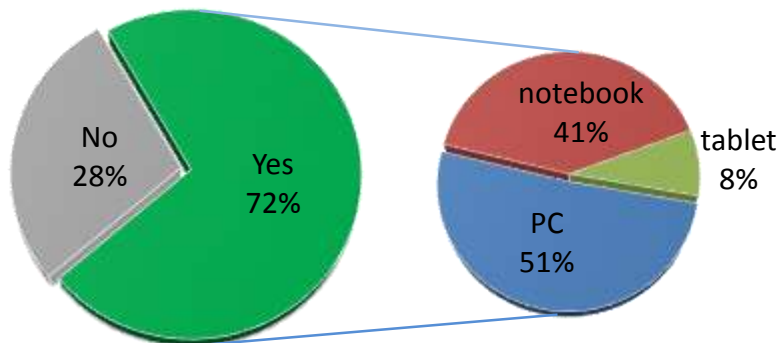
Internet users/household profile

- About 3/4 of households are connected to Internet;
- Over one half of total connections are connected by PC;
- 1/3 of voice mobile users have smartphones (or about 1/4 of citizens of Moldova);
- 80% of Internet users, use Internet daily;

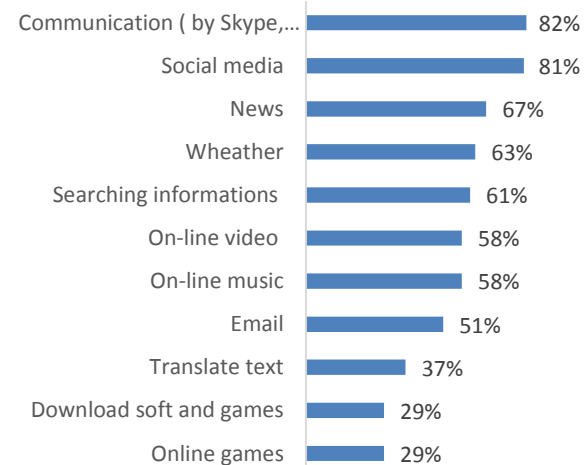
Voice mobile users, possession of smartphones



Household connection to Internet (%), type of device



Usage of broadband



QUALITY STANDARDS FROM THE CONSUMERS' PERSPECTIVE



Survey: use of electronic communication services



Survey - more than 1200 respondents questioned about the use of electronic communication services and their satisfaction

Survey objectives:

- research the level of service use
- ***assess of consumers' satisfaction and experience in using services***
- evaluate the commercial offers of providers



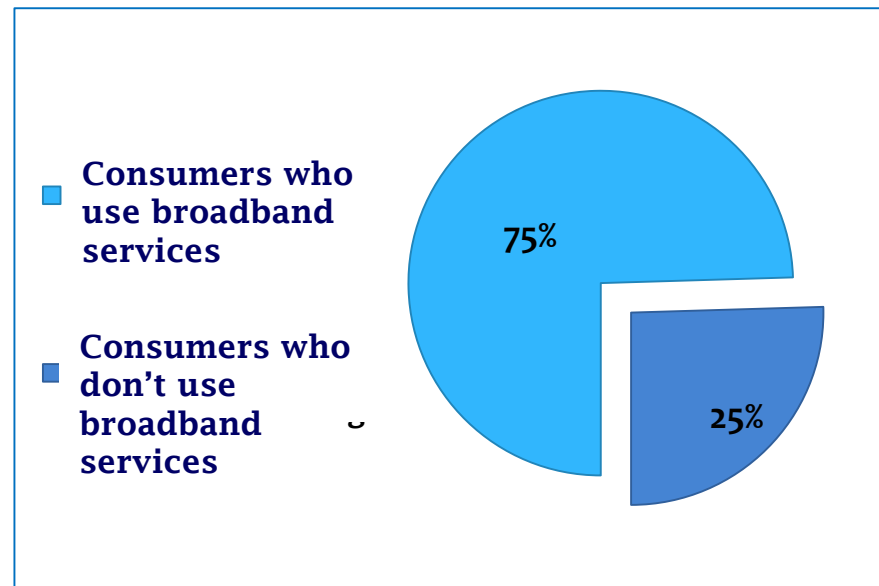
Survey: consumer satisfaction

Evaluation of consumer' satisfaction by 5-point scale:

- ✓ Fixed broadband - 4
- ✓ Dedicated mobile broadband - 3,6

Most frequent causes of dissatisfaction with broadband services:

- ✓ Unstable connection
- ✓ Unstable/low speed
- ✓ No connection



Conclusions:

- **76% of respondents are satisfied with fixed and dedicated mobile broadband services**
- **61% of respondents use several types of services in a single subscription**
- **About 18% of those who do not have Internet connection consider that it is too expensive for them**
- **And only, about 4% said that there is no possibility to get connected to the service at their residential area**



THANK YOU FOR ATTENTION !

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