

**COMMUNICATIONS REGULATORY  
COMMISSION OF MONGOLIA**

**BRIEF PERFORMANCE AND  
ACCOUNTABILITY REPORT – 2013  
COMMUNICATIONS REGULATORY  
COMMISSION MONGOLIA**

Ulaanbaatar

2014

## COMMUNICATIONS REGULATORY COMMISSION OF MONGOLIA

### BRIEF PERFORMANCE AND ACCOUNTABILITY REPORT – 2013

#### COMMUNICATIONS REGULATORY COMMISSION MONGOLIA

Communications Regulatory Commission of Mongolia (CRC) has taken the following major actions and implemented the projects and programs within the report year under the major responsibilities and actions of the CRC, Performance agreement signed by Chairman and CEO of CRC (or General Manager) and Prime Minister of Mongolia (or General person in charge of budget) in 2013, and planned actions or other directions and tasks given by the management.

#### **One. In line with planned actions and tasks:**

- ❖ According to direction and meeting bylaw given by Chairman and CEO of CRC and Commission meeting, regular Commission meeting has been held 1 or more times per month and 15 meetings were held during the report period, discussed planned or timely matters and resolutions and memorandums issued to solve them. 14 regular and 1 irregular meetings of CRC issued 73 resolutions and 21 memorandums in total for the discussed matters including amendments to regulatory directions, procedures, terms and requirements, radio frequency distributions and plans etc., issuance, suspensions, terminations and restoration of licenses etc. Implementations of the resolutions have been monitored. Under innovation of terms and requirements of regulatory documents, more than 50 out of current 70 documents were updated and amended on the CRC meetings. (Appendix No.1)
- ❖ Implementation of the Product Supply Agreement of 2012, which was signed by and between Chairman and CEO of CRC (Direct person in charge of budget) and Prime Minister (General Person in Charge of Budget) was prepared in accordance with the Appendix No. 2 of “Procedure to assess and conclude performance result and qualification level of state officer and performance agreement of state service staff”, which was approved by Resolution No. 48 of State Service Council of the year 2008 and delivered to the Cabinet Secretariat of the Government as attached to the formal letter No. 01/30, dated on 10<sup>th</sup> January, 2013.
- ❖ Draft Product and Operation Supply Agreement to be signed by and between Prime Minister of Mongolia and Chairman and CEO of CRC in 2013 and Financial budget draft of CRC were developed and delivered to the Cabinet Secretariat of the Government in January, 2013. Prime Minister of Mongolia approved the Product and Operation Supply Agreement of 2013 together with the budget on 15<sup>th</sup> January, 2013. Implementation was

organized and performance of the report period was determined and reported to the Cabinet Secretariat of the Government.

- ❖ Joint Resolution No. 18/09 of the General Election Committee and CRC, dated on 05<sup>th</sup> April, 2013, approved the “Procedure to broadcast Advertisement of the Presidential Election of Mongolia on radio & TV” according to the Provision 39.8, Article 39 of the Law of Mongolia on Presidential Election. Implementation of the procedure was monitored, too.
- ❖ Under the direction and guidance given by the Cabinet Secretariat of the Government, “7 leading strategies of the ICT sector” was presented and the events of “State counting on the sector’s standardization”, “Morning initials” were organized, while technical and financial supports were given.
- ❖ Implementations of relevant objectives and actions of the National Programs such as “Broadband network”, “Post to every household”, “Transition of radio & TV to digital technology”, “Information safety” and “National satellite”, which were approved and being implemented by the Government of Mongolia, were compiled by half and whole years and reported to the Cabinet Secretariat of the Government. Recommendations and advices addressed to customers were prepared as question and answer and as story and delivered through web pages, under the policy and program to transmit radio & TV broadcasts via digital systems.
- ❖ Working groups were approved by the Joint Resolution No. 237 of the Chairmen and CEOs of ITPTA and CRC, dated on 01<sup>st</sup> October, 2013, to improve legal environment of ICT and postal sector, particularly the Law on Radio wave (1999), Law on Communications (2001), amendment to the legal documents of Post, and develop new draft law on radio broadcasting.
- ❖ Representatives of CRC involved in preparing amendments to the Law on Offences, Law on Media Freedom, Law on Innovation, Law on Information Transparency and Right to Information, Law on Competition, Law on Special Funds of the Government, Law on Licenses for Business Operations and Law on Concession and preparing new drafts of Law on Broadcasting, Law on Information Safety, Law on E-Governance, Law on E-Contract, Law on Data Protection etc. Relevant proposals of CRC were delivered to the Cabinet Secretary of the Government, Ministry of Justice and ITPTA respectively.
- ❖ Delivered drafts to make amendments to the Law on Communications and other laws to the Cabinet Secretariat of the Government in association with the relevant specialists in April, 2013, regards with the transfer of specialized inspection duties to the sector.
- ❖ Under development of the draft Addressing law, revised version of the draft law was developed and delivered to the Land Relation, Geodesy and Catrography Center and proposal on package standard and procedure draft of addressing, which is being developed according to the law on addressing, was delivered to the relevant organizations after working on the drafts.
- ❖ Representatives of CRC worked in the working group to make amendments to the Law on Customs, Law on Customs Tariff, Law on Customs Tax and the Procedure to get international postal delivery through the customs. CRC developed a proposal to let postal cargo, which is worth 3 times higher than the minimum wage, get through the border free of tax, based on the World Postal Association convention and similar provisions of the other countries and delivered to the Ministry of Justice.

- ❖ Organized a joint meeting and discussed ideas with the experts of the National Security Council in March, 2013 to increase involvement of broadcasting in order to protect security of the civilization through advertising national security, language, culture and custom, to be proud of Mongolia, origin and development, and to let social mind outgrow to respect national interests. With considering negative impacts of chats and text advertisements, which were being broadcasted on TVs and cable channels, such as deploring Mongolian language and culture, disturbing development of proper written and speaking Mongolian language of young generations and loss of Mongolian language and culture, general terms and requirements of the Regulation was updated to “not broadcast all kinds of chat, message and text advertisements, to broadcast advertisement on certain times, to broadcast text (flowing) advertisement in Cyrillic letters, not in Latin letters and to write grammatically correct”. The implementation of the updated regulation was monitored on all TVs and cable channels.
- ❖ Following the approval of the Procedure to provide the National Security Council with information, information about foreign invested license holders and all the licenses, comprehensive information about standard operation and about regulation on broadcasting as well as relevant proposals were developed and delivered to the Council through formal letter.
- ❖ During the report period, which was 2013, more than 290 applications were received from individuals and legal entities for communication service, postal service, numberings and other services, new radio frequency licences, frequency use certificates as well as extensions, amendments and terminations of the licenses. According to the Law of Mongolia on Communications, Law on Radio Wave, Law on Post, Law on License for Business operations, and other relevant laws and regulations, necessary equipment and technology studies, frequency resource, network planning schedule, economic capability and result assessments were made, followed by necessary inspections on site. Professional advices were made and the resolutions made to issue, extend, amend or terminate the licenses and registration certificates. CRC had not issued licenses for network, service and radio frequency temporary till August, 2013, in order to implement the guidance for working group, which was established according to the Decree of the Prime Minister of Mongolia, to initiate and develop the license structure for business operations and guidance and directions given by formal letter from ITPTA.
- ❖ “Procedure of permission to operate in communications sector”, which was approved by the Resolution No. 37 of CRC, dated on 29<sup>th</sup> June, 2013, was presented to individuals, business entities, companies and organizations and relevant information delivered before the issuance of the license started on 01<sup>st</sup> August, 2013. 5 regular meetings of CRC in 2013 resolved to issue new licenses, make amendments to licenses or terminate licenses based on Provisions 10.1.1 and 14.1.1 of the Law of Mongolia on License for Business Operations, and Provisions 9.1.2 and 15.1.1 of the Law on Communications, and Provision 2.2, Article 3 of the Regulation of the Commission. Applications for communication services, postal services, numbers, license of service, radio frequency license and frequency certificates were reviewed and assessed before the CRC meeting resolved to issue new license for network and service to 57 legal entity and new radio frequency licenses to 30 legal entities in total, to make amendment to 12 licenses under the scope of licenses, to restore 15 licenses, to suspend 38 licenses and to terminate 66 licenses. CRC meeting issued radio frequency licenses to 30 business entities for

Multichannel Multipoint Distribution Service (MMDS) and MUDS, TV broadcasting, frequency modulation radio broadcasting, broadband high speed internet, radio relay, and satellite mobile communications. Improved the regulation environment of and made amendment to the “Procedure of permission to run operation in communications sector”, which was approved by the Resolution No. 37 of the year 2013 to revoke the license in accordance with Provision 5.9 of the “Procedure of permission to run operation in communications sector” if the license agreement was not signed or not paid the payment within 30 business days after the approval of resolution to issue license or to make amendment to the license. Delivered the resolutions of the Commission to the license holders, individuals and organizations through more than 180 formal letters in total in order to implement the resolutions and memorandums of the Commission’s meeting.

- ❖ Applications of organizations and business entities to extend radio frequency certificate, to transfer the certificate to other legal entity or to make changes to frequency or station number were reviewed and resolved according to the relevant laws, regulations and procedures after developing the extension issue of licenses and frequency certificates followed within the sector and Chairman and CEO of CRC issued resolutions to extend them. There have been 400 licenses and certificates extended during the report period, of which 53 radio licenses, 149 service and 181 permissions. Extension of licenses were resolved in association with relevant specialists according to new procedure and relevant payments were determined and monitored accordingly. CRC meeting resolved to deliver license termination notice to 45 cable channel license holders, including those who had received licenses but not started operation in UB or those who had not attended in joint inspection of 5 independent organizations. After receiving and reviewing work report and information and evidences about elimination of offences, the licenses were extended.
- ❖ Delivered notices about the expiry to 11 business entities who had been operating in accordance with B category license of postal service and relevant resolutions made after receiving the requests to extend the license and assessed implementation of contract terms and requirements of 8 service providers who had applied to the license extension and submitted relevant materials.
- ❖ Regular meetings of CRC in 2013 resolved to terminate 72 information, communication and postal service licenses, 24 radio frequency licenses, 93 radio frequency certificates, in total 187 licenses of legal and business entities, with considering non consistent operation, self-request or failure to fulfill license contract duties etc., and based on the Provisions 14.1.1 and 14.1.4 of the Law of Mongolia on Licenses of Business Operation, Provision No. 9.1.2, 15.1.1 and 15.1.3 of the Law of Mongolia on Communications, Provision 20.5.3 of the Law of Mongolia on Radio Wave and 6.1 of the Procedure to issue, extend or terminate license and certificate of radio wave utilization or operation taken without service license etc.
- ❖ Set up a working group, which was established by the Decree No. 143 of Prime Minister of Mongolia dated on 23<sup>rd</sup> September, 2013, to work on broadcasting. The working group organized discussions in association with 3 consultants from ABU for researchers, specialists, service providers and civil representatives of relevant organizations including the Cabinet Secretariat of the Government, IPTA and CRC etc. about development trends, policies, innovation in legal environment, proposals and options of regulatory actions etc. in the broadcasting sector.

- ❖ Under the scope of the working group to develop directions and technical solutions for digital radio regulation with the purpose of implementing the National Program to transfer radio & TV broadcasting to digital technology in Mongolia, researches were made on license holders and their operations as well as their economic capacities and radio frequency utilization of 375 Soums of 21 Provinces. The research results were delivered to the relevant organizations.
- ❖ Under implementation of the Resolution No. 01 of the Government of Mongolia of the year 2013, developed introduction of “General System of Comments on Web Pages” in association with relevant organizations, government and non-government organizations, before it’s discussed and approved by the Commission meeting dated on 15<sup>th</sup> March, 2013. Implementation of the system is being monitored.
- ❖ Resolution No. 26 of CRC, dated on 01<sup>st</sup> May, 2013, approved the “Regulation of information and communication network of Mongolia” in order to implement the Resolution No. 06 of the Government of Mongolia of the year 2013. This document has stated the regulation that service operator to submit the request, new network planning, background and purpose to CRC every time to build major network for information and communication to get permission to build the network. Problems, such as current network overlapping and devaluation of state owned network etc. were provided with control and legal environment is provided to implement the state policy for information and communication technology under this regulation.
- ❖ Under implementation of recommendations and program of National Security Council, assessment of equipment and facilities to be bought was made and installation of such facilities was monitored in presence of relevant organizations before those were commissioned.
- ❖ In order to implement the “Common procedure to provide information transparency”, which was approved by the Resolution No. 411 of the Government of the year 2013, information that presents the transparency of the organization on its web page.
- ❖ Researches, meetings and seminars to launch national research satellite and registration of our satellite frequency to the international telecommunication organization were organized in association with ITPTA, under implementation of the National Program called “National Satellite”, which was approved by the Government of Mongolia with the Resolution No. 137 of the year 2012.
- ❖ CRC representatives cooperated with the Ministry of Communications, Russian Federation and discussed 7 contracts in total on radio frequencies to be used in border zone of those 2 countries and drafts of the contract made back in 1983. Regards with this contract, CRC met with representatives of the operator companies, ICT Department of General Authority of Border Protection, and relevant officers of the Ministry of Foreign Affairs who provided their proposals to the contract. CRC representatives worked in Moscow, Russian Federation on 15-19 April, 2013 and finalized and signed 6 contracts (1 contract for radio & TV and 5 contracts for mobile communications) in total for radio frequency zones to be used in border zone of those 2 countries with the Ministry of Communications of Russia. Drafts of those contracts were discussed and supported by the meeting of the Government of Mongolia in August, 2013.
- ❖ Postal department developed an update to the privilege zones and it’s approved by the Decree No. 24 of the Prime Minister of Mongolia of the year 2013.

- ❖ Delivered proposals to the Cabinet Secretariat of the Government regards with Procedure on Set top box related to the digital TV and “Procedure of the mobile banking”, which was submitted by the National Payment Center, to be approved by the Government.
- ❖ A working group that consist of representatives from CRC, Cyber Security Department of the General Intelligence Authority and ITPTA to implement the National Program “to Provide Information Security” and the Resolution No. 5 of the Government of Mongolia of the year 2012, to develop relevant actions and professional and methodological recommendations, to assess information security of the government organizations was established in August, 2013. The working group did assessment and price estimation on information security level of the government organizations and specifications of the facilities to be required to perform risk assessment.
- ❖ Under cooperation with the working group, which is responsible to do risk assessment on information security of the government organizations, with the purpose to make a research report, 22 ministries and agencies were inspected and performed with information security risk assessment. Relevant reports and recommendations were developed too.
- ❖ Inspected the performance of installation of 86 sites in total and facilities of digital TVs installed in 2012 and 2013 with the state budget investment and measured the operational quality and coverage of the equipment transmission of ditigal TVs before the relevant reports and assessment results released.
- ❖ Confirmed the coverage and location selection of digital transmitters to be installed in 38 named resettled areas and soum centers with the state budget investment after conducting comprehensive calculations and researches with use of internationally accepted softwares. The confirmation result was officially delivered to ITPTA.
- ❖ An assessment was made as “not efficient” on MNT 2.9B investment implemented on Mongol Post SOE in 2012 by Universal Service Obligation Fund under the Project “Post to every household”, and the projects were updated. The updated projects were presented to Prime Minister of Mongolia, who resolved to implement some of those projects with investment from PM package, and those projects were completely implemented in 2013.
- ❖ 4 sub working groups were established under the implementation of National Program to transit TV broadcasting to digital technology and developed the network planning and distribution research regards with the transmission to the digital technology as well as investment and household studies in comprehensive level. Regards with transition of radio broadcasting to digital technology, a part of the National Program, primary researches were conducted and the reports uploaded to web page of CRC and delivered to ITPTA and other organizations.
- ❖ According to the Article 8.9 of the Law on Communications, draft procedure and agreement to appoint CRC representative to local community were developed and presented to the Chairman and CEO’s Council Meeting and approved by the Resolution No. 39 of Chairman and CEO of the Commission of the year 2013. According to this procedure, selection of local representatives was announced on web page of the organization and 9 provinces were appointed with the local representatives. For example, contracts were extended for 4 representatives in Murun (capital of Khuvsgul Province), Ulaangom (Uvs Province), Jargalant (Khovd Province) and Umnugobi Province. 4 Commission representatives to Ulgii (Bayan-Ulgii Province), Arvaikheer (Uvurkhangai Province), Sukhbaatar (Selenge Province) and Kherlen (Khentii Province) were

appointed by the Resolution No. 295 of Chairman and CEO of CRC of the year 2013. With freelance representatives in provinces, it's now possible to advertise regulatory operations to local provinces, deliver license services quickly in rural areas and to eliminate violances and offences on occurrence.

- ❖ Organized Expo-2013 exhibition of ICT sector and other conferences and seminars on 19-27, May, 2013 in association with ITPTA, organizations and business entities of the sector and participated as an official co-ordinator of the conferences and seminars.
- ❖ Organized a meeting with management and relevant specialists of the Mongolian Agency of Standard and Metrology and received advices on procedures, regulations and standards required to develop Quality handbook, the main document of confirmation, and relevant documents. Quality handbooks and other relevant materials of organizations which run confirmation operation were comprehensively studied. Resolution No. 93 of Chairman and CEO of CRC, dated on 11<sup>th</sup> April, 2013, established a working group to develop procedures and regulations of processes from receiving confirmation requests for communication facilities to issuing confirmation certificate. The following documents were developed and approved as an appendix to the Resolution No. 27 of the Commission of the year 2013. Preparation actions to implement this resolution has been taken.
- ❖ Special terms and requirements of “License for Internet Service” was developed and approved by Resolution No. 49 of the Commission meeting of the year 2013. Inspected implementation of Mongolian laws and regulations and terms and requirements of the license agreements in operation of internet service providers. Comprehensive study was made on service quality, tariff, market demands and competition situation among 34 internet service providers in total in UB in order to prevent from offences, eliminate offences found and to support fair competition. The result was presented to the Commission meeting, the resolution of which delivered relevant requirements to 15 service providers within the scope of regulation document of the license. After such works and re-inspection, relevant proposals made on principle of 4:1 or background to set tariff which established low quality service, speed test in the customer end and collecting information sources required for further regulations.
- ❖ The Commission developed draft document of “Regulation of calling service with special numbering” and plan of implementation stages and organized a conference among the telecommunication service providers and special number holders. After reflecting the proposals of telecommunication service providers and special number holders, the regulation was approved by the Resolution No. 60 of the Commission, dated on 06<sup>th</sup> December, 2013.
- ❖ Cooperated with the Intellectual Property Agency, Agency for Fair Competition and Consumer Rights and Police Department and registered the web pages that violated laws and regulations to the web page [www.blacklist.mn](http://www.blacklist.mn) with considering the conclusions of these organizations and doing regulation to prevent to those web pages from Mongolia. This web page currently has registered and closed some web pages that violated intellectual property and other relevant laws.
- ❖ Based on the contract signed with CRC, Maxima LLC has conducted continuous monitoring with 6 parameters on broadcasting of 44 cable channel service providers operating in UB City and compiled the reports per quarter. Analysis is also performed on



the report. The quarterly report of monitoring conducted by the Commission is uploaded to its web page and being assessed.

- ❖ Reflected the changes and amendments made by the World Radio Session 2012 to the “Table of National Radio Frequency Plan”, which is approved by the Resolution No. 44 of CRC of the year 2011 and updated the “National Radio Frequency Plan” with the Resolution No. 37 of Chairman and CEO of ITPTA of the year 2013. The Commission also took distributory and regulative actions to implement “National Plan of National Radio Frequency”.
- ❖ CRC developed requirements to be followed on transmission speed of one channel of TV broadcasting to be transmitted via satellite and total bandwidth and approved minimum and maximum stream speed of single TV channel to be broadcasted as 3-6Mbit/sec for standard density (SD) and 8-16 Mbit/sec for high definition (HD) if it’s with DVB-T technology, or 1.5-4Mbit/sec for standard density (SD) and 4-8Mbit/sec if it’s high definition (HD) if it’s DVB-T2 technology. It’s set to apply as same to both DVB-S and S2 technologies.
- ❖ Invited representatives of the world’s leading companies of the advanced technology production including Ericsson from Sweden, Huawei and ZTE from China, Alcatel Lucent from France, KDDI from Japan and KT from Korea etc. regards with development, international policies and regulations as well as technological solutions of LTE and LTE-Advanced, which is the 4<sup>th</sup> generation of mobile communication. Organized trainings and seminars with these representatives as well as representatives from specialists, researchers of the sector and representatives of operator companies. Under formation of frequency resource and distribution planning of the new technology, LTE, developed radio frequency regulatory documents to release radio frequency bands of 686-790MHz, 2200-2400MHz, and 2500-2700MHz and approved as appendixes of the resolutions No. 12, 29 and 46 of the regular meeting of the Commission in 2013.
- ❖ Reviewed utilization of radio frequencies issued on or before 2012 in Ulaanbaatar, 18 provinces and more than 10 soums under analysis on planning and strategy of radio frequency and published the results and took actions to release radio frequencies from illegal use and to establish radio frequency resource, which is limited.
- ❖ “Technical terms and regulatory requirements of network to distribute multi-channel digital TV to multiple points” was developed and approved by the Resolution No. 29 of CRC of the year 2013. Radio frequency plan and strategy, which was being used by the service providers of distribution of multi-channel digital TV to multiple points were updated and research was made on how to use and release radio frequencies of 2200-2400MHz and 2500-2700MHz, which were in use, and to plan new radio frequency of 2700-2900MHz before the resulted proposals were approved.
- ❖ Updated “Procedure to tender license for radio frequency use”, which was approved by the Resolution No. 6 of CRC of the year 2002 and approved the updated procedure by the Resolution No. 61 of CRC of the year 2013. The tender procedure is set to issue radio frequency use license and service license through 2 types of competitive selection, competitive tender or the price bidding.
- ❖ Conducted researches to determine market concentration and monopolies in telecommunication service, postal service, information and communication network establishment and utilization, satellite transmission of TV and radio multichannels, multi-channel TV services in UB, information and communication channeling, creating and

possessing infrastructure in accordance with the relevant laws and determined the monopolists before submitted the relevant proposals and conclusions together with the detailed background to the Agency for Fair Competition and Consumer Rights for further resolution. Additional information was prepared and provided to the AFCCR who requested those and who received all the information.

- ❖ Researched the loss of Universal Service Obligation of Mongol Post, state owned and joint venture company which has the Universal Service Obligation in order to update superiority zone of the postal service and prepared a proposal to confirm amount of the asset to be transferred to the Universal Service Obligation Fund from the superiority zone of the postal service in 2014 and the proposal was approved by the Resolution No. 65 of the year 2013. Delivered a formal letter to USOF regards with implementation of the resolution.
- ❖ Organized training and discussion under topic “Future and regulation of the postal sector development – 2014” among the postal service providers, logistics and transporters of postal production, customs control and border organizations on 09-10 December, 2013. An open discussion was held on those days regards with the state policy, regulation and results in postal sector, trainings like international postal experience and what would be the key factors to accelerate the postal sector development. Proposals made during the discussion were compiled and resulted a recommendation, which was delivered to the relevant organizations and the relevant plans taken place.
- ❖ Developed and started implementing (through stages) the project “e-CRC” to transit the organization’s activities, regulatory actions on ICT and postal sector, issuance of all kinds of licenses including service licenses, radio frequency licences and registration certificates, payment mechanism, income gathering and organizational operations completely to online mode under the upgrade and development of the structure of license of business entities being implemented by the Government of Mongolia since November, 2012. The Organization’s web page structure and content were completely at the first stage of the Project “e-CRC”. Monitoring and analysis were taken place on internal and regulatory activities of the Commission, facilities, equipment and softwares under operation, document flow, license issuance and payment mechanism, income gathering and operations before a plan of implementation stages and actions was developed and presented to the Chairman and CEO’s Council and Commission’s Meeting who provided the guidance and direction. Work process scheme for each of employees and departments regards with their involvement to the Organization’s licensing service, document control, internal and external regulatory service duties, reports, finance and budget, income information compiling development and implementation, correspondence, time schedule and expected results was developed and modelled as a preparation to make the Commission more responsible with their plan, expected result and preparation for the transit to e-mode. Under implementation of this project, “Service Point” Hall was specially established on 5<sup>th</sup> floor of the office in order to provide express service and relevant instructions to the licensee individuals and entities from one point.
- ❖ Resolution No. 276 of Chairman and CEO of the Commission of the year 2013 appointed a working group to revise and develop 12 forms in total to compile the statistic information of the sector, which is compiled and prepared by the CRC, to fill it online, to connect with national database of the license holders and to update it. The working group developed 14 new draft forms together with its filling instruction, relevant information

and report before presented it to the Chairman and CEO's Council Meeting. The relevant changes were reflected to the order to software entities. The possibility to receive statistic information of 2013 as online was established after these forms became available to be filled online and became available for use together with its filling instruction.

- ❖ According to the Resolution No. 268 of Chairman and CEO of the Commission, a working group was established to type, review and transit information, database and raw datas about license, certificate and their holders to new format and the departments established a general database of license and started operating it as test.
- ❖ CRC funded and developed a list of standards to be developed in 2013. Proposals received and announced an open bid before selecting a contractor team who signed a contract to implement this task, the standard development, including 3 standards in information technology, 6 standards in information and communication network, 2 standards in digital TV and radio, 3 in postal sector and 15 in information and communication confirmation. As of end of 2013, more than 10 national standards in information technology, post, confirmation and TV broadcasting have been approved by the Mongolian Agency for Standardization and Metrology, the authorized organization.
- ❖ Under foreign cooperation plan, cooperated with Internaitonal Telecommunication Organization, Asia-Pacific Telecommunication Organization, Confirmation authority of Germany, regulatory organizations and research institutes of UK, North Korea, PRC Hong Kong, Taiwan and South Korea, Korea Telecom of Korea and KDDI of Japan, satellite communication organizations and companies.
- ❖ Korean Information Society Development Institute (KISDI) implemented 1-year consulting service project, with cost of USD 350 thousand, in frequency management and policy regulation based on request of CRC who developed the project in 2013. Under this consulting service, training seminar with topic of National radio frequency policy and regulation of Mongolia was organized 3 times in Mongolia and once in Seoul, South Korea in association with scientiests and expert team of Korean organizations, such as KISDI, ETRI, CRMO and KORPA etc.
- ❖ Under memorandum signed by and between CRC and a regulatory authority of South Korea, "Contract to present and install non-mobile station of radio wave monitoring" of South Korea was signed on 23<sup>rd</sup> April, 2013. Under this grant aid, installation, erection and adjustment of non-mobile station of radio wave monitoring as well as training had been successfully implemented starting from 01<sup>st</sup> October, 2013 and handed over successfully and formally on 24<sup>th</sup> October, 2013. This non-mobile station for radio wave monitoring is the most modern and smart technology system and is fully complied with standards and requirements of Internaitonal Telecommunication Organization. The coverage of this radio wave monitoring station is enough for central part of UB City. This is a system to detect illegal radio wave sources and to review and detect interchanges of radio waves for 24 hours in association with other mobile and portable monitoring stations.
- ❖ New, revised or amended regulations, procedures, terms and requirements approved by the Commission are uploaded to the web page of the organization upon the approval and informed to the public on time. During the report period, there are 52 materials in total, which had 145Mbit size, have been uploaded to the organization's web site in order to implement resolutions of CRC, announce operations of the organization, advertise new procedures and reules as well as technology news, discussions, meeting results,

announcements and other information. 8 online discussions and 6 pages to receive proposals as well were uploaded too. 52 pages of regulatory documents of the sector, procedures, rules and newly approved, updated or amended procedures of licenses, terms and requirements and decisions and resolutions of CRC meetings of the year 2013 together with downloadable files were uploaded as HTML and provided the public a possibility to use it as announcement, recommendation or guidebook.

- ❖ Developed content and structure of 1<sup>st</sup> and 2<sup>nd</sup> editions of the Magazine “CRC News” of the year 2013 and published 1500 copies in May and 1000 copies in November, 2013 in order to provide individuals and license holders free of charge and distribute during exhibitions, seminars and discussions to advertise the organization’s activities as well as regulatory procedures, rules, terms and requirements which were updated in 2013. A menu titled “For education of service operators” was added to the web page of the Commission with content of relevant instructions, guidebooks, video tutorials, recommendations, research materials and related links as well as brief report of investigations conducted during the report period and presentations and programs of regional seminars since 2008.
- ❖ CRC published 300 copies of “General understanding and recommendations of TV Journalism” for TV service operators and bought 100 copies of “We are listening to the Radio” guidebook for radio employees. CRC distributed it to the TV and radio license holders who participated in Central region training and seminars as guidebook.
- ❖ CRC ordered and financially supported a program “Ethic and broadcasting culture of the journalists” in Mongol TV and broadcasted in July, 2013 to provide the journalists with professional and methodological instructions. Based on this program, 2 series of video tutorials with 30 minutes on topic of “Ethics of journalist” and “Broadcasting culture” was prepared with order of CRC and uploaded to the Commission’s web page for announcement.
- ❖ CRC has a tradition of organizing a regional seminar every year since 2006 regards with current development, policies and regulations of ICT sector. This time, the Seminar of the central region was organized successfully in Arvaikheer, Uvurkhangai Province with a topic of “Regulatory and development trend of communication – 2013” on 6-7 November, 2013. The main purpose of the seminar was to provide information about policies and regulatory changes implemented in 2013, to discuss solutions of the faced problems, to introduce all the updates of main regulatory actions implemented in ICT sector and updates of terms and requirements to the license holders, individuals, entities and colleagues of the sector in that region, to advertise modern trends and experiences of advanced technologies of the world’s communication, to provide professional and methodological recommendations, and to discuss further actions and proposals to be taken regards with the program to transit to the digital broadcasting as well as policies and regulations in the sector with the consumers and representatives of CRC, ITPTA, license holders and NGOs. The seminar covered more than 80 representatives in total from individuals and entities having operation in ICT and postal service in Provinces of Arkhangai, Uvurkhangai, Dundgobi, Umnugobi and Bayankhongor.
- ❖ More than 20 trainings, seminars, meetings and discussions were held regards with advertising, locating, professional and technical guidances and implementing regulations on Digital TV broadcasting, satellite technology and adjustment, domain name, radio frequency planning and regulation, 4<sup>th</sup> generation of mobile communication and new

technology solutions of radio communications, including Seminar “TV broadcasting regulation – 2013” and “Regulatory and development trend of communication – 2013” seminar and training of the Central Region in Arvaikheer Soum, Uvurkhangai Province and “Postal regulation – 2014” seminar, which was held in UB in December, 2013.

- ❖ More than 1100 complaints from individuals addressed to the Commission were received on “Government for Changes 1111 Center” regards with ICT, communications, postal service and regulation between October, 2012 to November, 2013 and all the complaints were resolved within the legal timeframe. Individuals keep approaching via multiple channels to express their proposals and looking for solutions on their issues regards with communication service and they approach to that Center with reasons of being unsatisfied with operator company response to their complaints or being unable to be connected with the service provider etc. Of all the resolved complaints, those related with Cable TV (including IPTV) is 36%, Broadcasting radio & TV 28%, Mobile communications 13%, Internet 14%, Numbering and web site each 2% and complaints related to the landline communication, post, short-wave radio station and licenses was the rest of it, 5%.

***Two. Regards with directions and tasks given by the management:***

- ❖ Provided a proposal on development of Government policy, resolution, decision and programs regards with the policies and regulations of the Communications sector and organized discussions and meetings to cooperate with organizations such as SSIA, Agency for Fair Competition and Consumer Rights, General Police Department, General Customs Authority, General Intelligence Agency, Cyber Security Department, Mongolian University of Science and Technology and UB Transport Department etc. and signed memorandums of cooperations.
- ❖ Inspected 17 TV broadcasters and 44 Cable channel service operator entities and individuals under implementation to perform inspection, assessment and take relevant actions on implementation of terms and requirements of licenses by TV and Cable channel service operators in UB City, according to the guidance approved by the Chairmen and CEO’s of CRC, Intellectual Property Agency, AFCCR, Specialized Inspection Department of UB City and UB Police Department. The inspection found more than 20 cable channels not complied with standard requirements and state inspectors released relevant conclusions on them. According to that, CRC temporarily suspended their operations by releasing resolution and monitored the implementation of the resolution.
- ❖ The memorandum No. 3, “Certain actions to implement test internal audit system” of the Commission’s meeting dated on 06<sup>th</sup> December, 2013, resolved to order relevant officials to reflect relevant budget and cost related tentatively implement internal audit system among the organization through selecting auditor team in half-year and year end reports of 2014, tentatively implement internal audit system among the organization in General Manager’s Product supply contract of the year 2014, and to develop new and relevant procedures and regulations, to make relevant changes and amendments to the other procedures and regulations within 1<sup>st</sup> quarter of 2014.
- ❖ Discussed with ITPTA and exchanged proposals about implementation of “National program on high speed broadband network”, which was initiated by CRC, and further necessary amendments and identified implementation of the program on each provision of it.

- ❖ CRC developed a proposal of “National radio wave monitoring project” which costs USD 12.6 million in total and presented to Prime Minister of Mongolia in August, 2013.
- ❖ The working group established by the joint resolution of Chairman and CEO of CRC and Chairman and CEO of ITPTA of the year 2013 researched projects has been implemented or being implemented since 2005 and assessed current status of equipment and products delivered by the projects. Research was made on utilization of those equipment and implementation of the projects on each projects. Conclusion and report of the working group was presented to ITPTA, CRC Management and Prime Minister of Mongolia.
- ❖ Resolution No. 100 of Chairman and CEO of CRC of the year 2013 established a working group “to develop regulation direction and technical solution for digital radio” with involvement of representatives from CRC, ITPTA, ICT School of MUST and Radio & TV Network SOE and developed relevant studies and proposed options to be implemented and investment calculation under implementation of the “National Program to transit radio & TV to digital technology”, which is approved by the Resolution No. 275 of the Government of Mongolia in 2010.
- ❖ Developed draft technical specifications and requirements for analogue distribution stations of TV broadcasting in UB City to digital TV distribution station of DVB-T2 system and the relevant written proposals were delivered to ITPTA and Purchase Process Department of UB City.
- ❖ Developed comprehensive planning and distribution of radio frequencies to be used in UB and local areas for each city, soum and province and approved it as an appendix to the Resolution No. 28 of the CRC meeting of the year 2008 for implementation.
- ❖ A working group was established by Resolution No. 268 of Chairman and CEO of the Commission to update licenses, registration certificates and numbering database and data of address and location of license holders, to record the changes, to type in or transfer the database and data to new format, to review and compare and to transfer the database and the data to new electronic format. The working group prepared the relevant history when creating general electronic database of licenses and reviewed it before preparing a proposal to use it as a background of license and radio frequency use payment softwares. The proposal was presented to the Meeting No. 11 of the Chairman & CEO’s Council in 2013 and the software correction was performed. The working group, which is obliged to transfer license database and data to new format and transfer the data to online mode and software, reviewed and transferred customer registration with 8 columns and 1692 rows and license registration with 9 columns and 2989 rows to the new system. Receivable, income and payment report data which has 3037 rows and 14 columns was prepared and transferred to the software and the database has been prepared. It’s now ready to be tested starting from 2014.
- ❖ 150 web site information related to the radio frequency license and certificates was typed into the spectrum management software in 2013. With assistance of this software, digital TV network calculation was made, which resulted the coverage of 150 soums and settled areas in total. Data including registry number, state registration number, extension period, payment and holder information of the entities who has received new postal license or extended or amended the current license was put into the database promptly.
- ❖ The Commission organized a working group in association with the General Customs Authority by Resolution of Chairman and CEO of the Commission and conducted a joint investigation in 2013. A memo to cooperate with GCA was signed and a proposal to

make amendments to relevant procedures and regulations was presented to the Professional Council of GCA and submitted as a formal letter to the working group who is to make amendment to the Law on Customs.

- ❖ A training seminar was organized for security and taxi service operators who hold radio frequency certificates about the legacy, radio frequency planning, distribution and payment and provided the participant organizations the new regulatory documents and instructions.

### ***Three. The miscellaneous:***

- ❖ Based on the result of working group to monitor and investigate on advertisement of the Parliamentary election 2012 and the conclusion of the state inspector, recorded the offenses found on 14 entities which broadcasted more than 2 hours of election advertisement on TV and issued penalty to 13 TVs in total and eliminated the offences, based on the Provision 35.33 of the Law of Mongolia on Parliament Election,
- ❖ Under the consulting service project “To develop licensing structure”, which has been implemented in CRC in 2012-2013 with the investment of the World Bank, a database with license materials of countries such as Australia, Singapore, Hong Kong, Brunei and European Union etc. and international experiences. Responsible specialists for every direction researched international regulation trends and experiences and prepared presentation databases. License application form models and relevant documents of the international regulatory organizations were researched before updating and developing the license application forms stated in 1.4.2.
- ❖ CRC organized a CRC funded forum “National Media Conference”, in association with Globe International NGO, with a purpose to discuss assessment and research report of the Mongolian media environment with use of “Media criteria” developed by UNESCO on 29-30 October, 2013.
- ❖ Developed a proposal to identify postal universal service together with economic feasibility studies and presented to the Government, who approved it by the Resolution No. 24 of Prime Minister.
- ❖ Organized meetings and discussions with involvement of representatives of electronic facility shops who sell DVB-T2 TVs, such as MCS Electronics, Next Electronics, Nomin Electronics and Summit Computer Technology etc. Discussed advantages and requirements of digital TV, possibility to cover with mandatory and voluntary confirmation, standard technical specifications and requirements, how to provide customers with relevant information to let them make right decision regards with the products available on the market and use standard complied, quality TV and how to help them to do right purchase. A vote was organized on the web page of the Commission.
- ❖ Upgraded the organization’s web site in terms of structure, design and software and completed within the 2<sup>nd</sup> quarter of 2013. Mongolian version of the web site is arranged to 6 main categories, 71 sub-categories and 9 groups in home page with relevant information. English version of the web site is arranged to 6 main categories, 23 sub-categories and 5 groups in home page. During the report period, more than 160 information with relevant pictures, 210 main pages with relevant text data, 184 html procedures, regulations, terms and requirements together with downloadable PDF files were uploaded. The web page had 108 files, which were able to be seen after download only, and there were some issues to see the web page on smart phones or tablets. Those

were transferred to text (HTML) format and became able to be seen. Newly approved procedures, terms and requirements of licenses and resolutions of meetings were received from relevant officials and uploaded as 52 pages of text (HTML) format together with downloadable files. New categories were created including Managements in generation of the regulatory organization, radio control center, videos, terms of the customer contracts, resolutions of the meetings, announcement of works and services, regional seminar 2013, future and regulation of postal sector development 2014, Presidential Election 2013, information transparency and vacancy announcement and relevant information, presentations and pictures were uploaded. Statistic data of the sector of the years 2007-2012 were uploaded as able to be seen directly.

- ❖ A Committee to review the organization's documents was renewed and established by the Resolution No. 99 of Chairman & CEO of the Commission of date 12<sup>th</sup> April, 2013. The Committee organized meeting 3 times and discussed and resolved to count archive documents, to organize document review committee meeting and a draft plan to replace archive documents.
- ❖ Regards with the removal of the Commission's archive room, a Counting Committee was established by the Resolution No. 184 of Chairman and CEO of the Commission of the year 2013. The Committee counted the archive documents and updated the document list. Based on the list prepared by the counting, the Commission archive is resolved to have 491 documents for permanent archive, 506 for temporary archive, 172 video documents and 23 audio documents.
- ❖ A page "For education of the service providers" was added to the web site of the Commission and keep and advertise relevant instructions, guidebooks, video tutorials, recommendations, research materials and related links as well as brief report of the investigations held during the report period, speeches of the regional seminars since 2006 together with speaker's name and program.
- ❖ The web site of the Commission was added with "Customer" sub-menu with relevant recommendations, legal information and international organizations' recommendations as translated and it's keeping updated.

**COMMUNICATIONS REGULATORY COMMISSION**  
**2013-12-31**



**RESOLUTIONS AND DECISIONS OF MEETINGS OF  
COMMUNICATIONS REGULATORY COMMISSION IN 2013**

2013.12. 30№	<i>Number of resolution or memo of the Commission</i>	<i>Date</i>	<i>Brief of the resolution or memo</i>
<b><i>One. Resolutions of CRC</i></b>			
1	Resolution 01	2013.01.11	Suspension of the license (License of Cable channel service)
2	Resolution 02	2013.01.11	Amendment to terms and requirements (General terms and requirements for regulation of radio & TV broadcasting)
3	Resolution 03	2013.01.11	Organizing tender (mobile monitoring station with direction search system, other facilities)
4	Resolution 04	2013.02.27	Amendment to terms and requirements (General terms and requirements of digital content service)
5	Resolution 05	2013.02.27	Approval of procedure (Procedure to regulate comment communications on sites)
6	Resolution 06	2013.03.01	Review and approval of tariff (Minimum limit of the Mobicom tariff: to be started on 2013.03.15)
7	Resolution 07	2013.03.01	Suspension of license, approval of penalty (TV service providers:1+7)
8	Resolution 08	2013.03.01	Revocation and restoration of license (Cable TV channel: 9-5-7)
9	Resolution 09	2013.03.01	Revocation of license(TV broadcasting-2, Radio wave -2+2, Infrastructure -4)
10	Resolution 10	2013.03.01	Suspension of license (Post:2, term:3 months)
11	Resolution 11	2013.03.01	Revocation of lisense(Post: 4)
12	Resolution 12	2013.03.01	Approval of regulatory direction of the frequency band (Frequency: 470-690MHz)
13	Resolution 13	2013.03.01	Termination of some terms and requirements, procedures and regulatory documents: (Terms and requirements:1, Procedure:2, Regulatory document:1)
14	Resolution 14	2013.03.01	Revocation of license and amendment to license (Internet:15 revocation, Radio wave:2 amendment)
15	Resolution 15	2013.03.15	Results of tender selection
16	Resolution 16	2013.03.15	Approval of distribution of frequency and technical specifications(UHF: 340-350MHz)
17	Resolution 17	2013.03.15	Approval of distribution of frequency and technical specifications (UHF: 400-430MHz)
18	Resolution 18	2013.03.15	Approval of distribution of frequency and technical specifications (UHF: 440-450MHz)
19	Resolution 19	2013.04.05	Approval of procedure and grant of right (Procedure to broadcast advertisement of the Presidential Election of Mongolia on radio & TV)
20	Resolution 20	2013.05.01	Update and approval of terms and requirements (Terms and requirements of license for IPTV service)
21	Resolution 21	2013.05.01	Approval of methodology (Methodology to control channel structure of TV & Radio multi-

			channel distribution service providers)
22	Resolution 22	2013.05.01	Update and approval of terms and requirements (Terms and requirements of license of communication network, infrastructure installation and maintenance service )
23	Resolution 23	2013.05.01	Revocation of license and amendment to coverage
24	Resolution 24	2013.05.01	Amendment (Procedure to issue radio ham certificate in territory of Mongolia)
25	Resolution 25	2013.05.01	Approval of terms and requirements (Technical and utilization terms and requirements for communication radio stations to be used in territory of Mongolia)
26	Resolution 26	2013.05.01	Approval of “Regulation on information and communication network of Mongolia”
27	Resolution 27	2013.06.28	Approval of procedure (Procedure of control on confirmation documents, analysis procedure, quality handbook, models of relevant procedures and contract)
28	Resolution 28	2013.06.28	Distribution of frequency (Planning of transmission channel to be used for digital TV broadcasting of all provinces and soums: 2013-2014)
29	Resolution 29	2013.06.28	Frequency (Direction of frequency regulation: 2200-2400GHz, 2500-2700GHz, 2700-2900GHz, terms and requirements)
30	Resolution 30	2013.06.28	Organizing a tender (Mobile control station with direction search system, broadcasting metrology facilities)
31	Resolution 31	2013.06.28	Revocation, suspension, amendment, restoration of license (Regulatory Department, Radio Frequency Control & Regulatory Department: revocation – 11+1+1, restoration – 1, amendment to coverage – 1+1, suspension - 1)
32	Resolution 32	2013.06.28	Restoration and revocation of license (Post: restoration – 2, revocation – 3+1)
33	Resolution 33	2013.06.29	Update and approval of terms and requirements (General terms and requirements of license to establish network and network service)
34	Resolution 34	2013.06.29	Update and approval of terms and requirements (Special terms and requirements of license to transmit TV & Radio multi-channels)
35	Resolution 35	2013.06.29	Update and approval of terms and requirements (Special terms and requirements of license of TV broadcasting and Cable channel)
36	Resolution 36	2013.06.29	Update and approval of terms and requirements (Terms and requirements of license to use radio frequency)
37	Resolution 37	2013.06.29	Update and approval of procedure (Procedure of permission to run operation in communications sector)
38	Resolution 38	2013.06.29	Approval of special terms and requirements (Special terms and requirements of license to establish information and communication network and infrastructure)
39	Resolution 39	2013.08.30	Release of work
40	Resolution 40	2013.08.30	Appointment to work
41	Resolution 41	2013.08.30	Release of work

42	Resolution 42	2013.08.30	Appointment to work
43	Resolution 43	2013.08.30	Amendment (Procedure to confirm model of information and communication equipment model)
44	Resolution 44	2013.08.30	Approval of radio frequency regulation and technical specifications (Frequency 2.4GHz)
45	Resolution 45	2013.08.30	Approval of radio frequency regulation and technical specifications (Frequency 5GHz)
46	Resolution 46	2013.08.30	Update and approval of regulatory direction (Frequency 2.5-2.7GHz)
47	Resolution 47	2013.08.30	Organizing a tender
48	Resolution 48	2013.08.30	Issuance, suspension, revocation, amendment of license
49	Resolution 49	2013.09.06	Update and renewal of terms and requirements (Appendix -1: Special terms and requirements for internet service Appendix-2: Special terms and requirements to establish international network)
50	Resolution 50	2013.09.06	Update and approval of terms and requirements (Terms and requirements for international transit distribution service over territory of Mongolia)
51	Resolution 51	2013.09.06	Issuance, suspension, revocation, amendment of license
52	Resolution 52	2013.09.20	Amendment to special terms and requirements (Special terms and requirements of license to distribute TV & Radio multi-channels)
53	Resolution 53	2013.09.20	Amendment to terms and requirements (Special terms and requirements of license to establish information and communication network and infrastructure)
54	Resolution 54	2013.09.20	Make change to category (Post: category of license to run operation in communication sector)
55	Resolution 55	2013.09.20	Control a tariff (Maximum and minimum limit of main service tariff of Mongol Post SOE)
56	Resolution 56	2013.09.20	Issuance of license, amendment to coverage
57	Resolution 57	2013.10.04	Update and approval of regulation (Internet interconnection service regulation)
58	Resolution 58	2013.10.04	Issuance of license
59	Resolution 59	2013.10.25	Issuance of license, make amendment to type and coverage of license
60	Resolution 60	2013.12.06	Approval of regulatory document (Regulation on special number call service)
61	Resolution 61	2013.12.06	Update and approval of procedure (Procedure to issue license to use radio frequency through selecting after competition)
62	Resolution 62	2013.12.06	Approval of radio frequency distribution (Radio frequency distribution of digital TV broadcasting to be used in territory of UB City)
63	Resolution 63	2013.12.06	Issuance, suspension, revocation, amendment of license
64	Resolution 64	2013.12.20	Update and approval of terms and requirements of license (“A category license terms and requirements to establish and use postal network”, “B category license terms and requirements to run

			postal service”)
65	Resolution 65	2013.12.20	Approval of asset amount (Post: Amount of asset to be collected to the Universal Service Obligation Fund in 2014)
66	Resolution 66	2013.12.20	Amendment to payment amount of use and service payment of radio frequency
67	Resolution 67	2013.12.20	Issuance of license
68	Resolution 68	2013.12.20	Organizing tender
69	Resolution 69	2013.12.25	Issuance and revocation of license
70	Resolution 70	2013.12.25	Amendment to “Procedure of permission to run operation in communications sector”
71	Resolution 71	2013.12.25	Amendment to the Commission’s meeting regime and ethic rules
72	Resolution 72	2013.12.25	Appointment to work
73	Resolution 73	2013.12.25	Appointment to work

***Two. Memos of Commission meeting***

1	Memo 1	2013.01.11	About actions to implement terms and requirements (To be started implementing from 15 <sup>th</sup> January, 2013)
2	Memo 2	2013.01.11	About actions to implement terms and requirements (To develop amendment and present to the Meeting within the 1 <sup>st</sup> quarter of 2013)
3	Memo 1	2013.02.27	Memorandum
4	Memo 1	2013.03.01	Actions to take following inspection (RFCRD)
5	Memo 1	2013.05.01	Actions to take regards with IPTV service
6	Memo 2	2013.05.01	Further actions to be taken regards with UB DMB LLC
7	Memo 3	2013.05.01	Actions to be taken following the inspection held in Orkhon Province
8	Memo 4	2013.05.01	Actions to be taken regards with the project
9	Memo 1	2013.09.06	Actions to take regards with IPTV service
10	Memo 2	2013.09.06	Actions to be taken regards with regulation of special number used call service and income distribution principle
11	Memo 3	2013.09.06	Actions to be taken regards with tariff of monopoly mobile communication service provider
12	Memo 1	2013.09.20	Regards with license of cable channel service
13	Memo 2	2013.09.20	Actions to be taken regards with new logo of the Commission
14	Memo 1	2013.10.04	Actions to be taken regards with license
15	Memo 2	2013.10.04	Presentation of request (Mobicom LLC)
16	Memo 3	2013.10.04	Regards with request letters of Lantuu L. and Bayaraa L, former Chairmen and CEOs of the Commission
17	Memo 1	2013.12.06	Actions to be taken to implement regulation of special number calling service

18	Memo 2	2013.12.06	Presentation of cable channel permission and development of proposal on further ractions
19	Memo 3	2013.12.06	Actions to be taken to implement internal audit system of the CRC
20	Memo 1	2013.12.25	Actions to be taken to transfer license service and the orgaization's operation to online mode
21	Memo 2	2013.12.25	Development of "Primary direction and strategy of operation of CRC Mongolia in 2014-2016"

**COMMUNICATIONS REGULATORY COMMISSION OF MONGOLIA**

**31 December, 2013**