

## **Mobile and fixed (FWA) internet quality parameters**

ANCOM decision no. 1112/2017, with subsequent amendments and additions, has as its object the establishment of quality indicators for the provision of the Internet access service and the publication of their parameters, as well as to include the quality levels for the service provided in the contracts signed with end users and in the general conditions of providing the service.

This Normative Decision establishes a relevant set of quality indicators for the provision of the Internet access service, as well as the conditions and methods for the publication by providers of electronic communications services intended for the public of the parameters related to these indicators, so that customers benefit from complete, comparable and easily accessible information.

According to Art. 2 para. (5) of the aforementioned Decision, it is applicable to commercial offers of Internet access services intended for the public, with the exception of individual offers proposed in direct negotiations.

Currently, the company ENIGMA-SYSTEM.NET SRL provides exclusively individual offers proposed in direct negotiations.