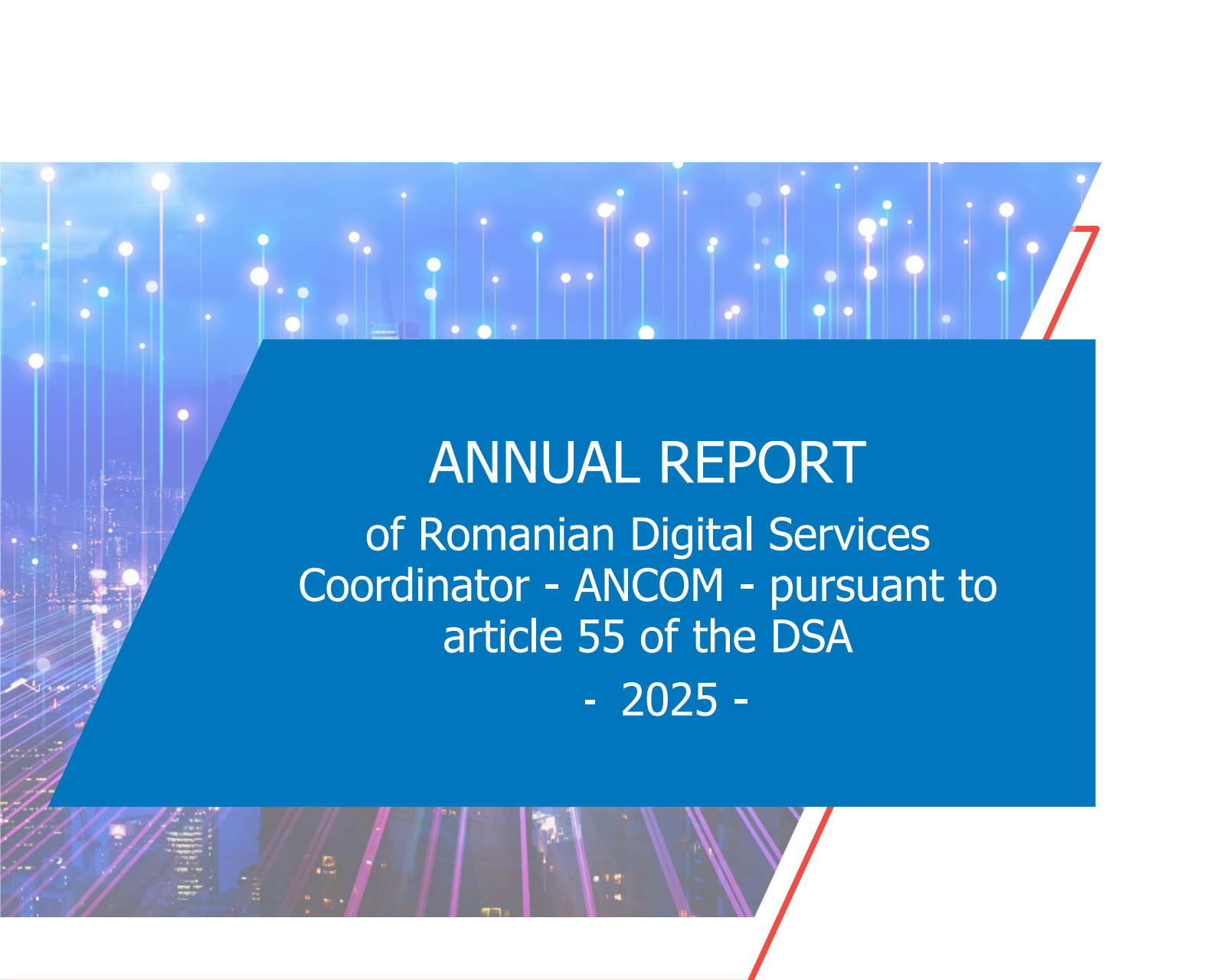




ANNUAL REPORT

of Romanian Digital Services
Coordinator - ANCOM - pursuant to
article 55 of the DSA
- 2025 -



Annual activity
report of the National Authority for Management and Regulation in Communications
pursuant to Article 55 of the Regulation (EU) 2022/2065 of the European Parliament
and of the Council of 19 October 2022 on a Single Market for Digital Services and
amending Directive 2000/31/EC (Digital Services Act)

Executive Summary

In accordance with Article 55 of Regulation (EU) 2022/2065 – Digital Services Act (DSA), ANCOM, as Digital Services Coordinator (DSC), presents its 2025 activity report on the implementation of this European legislative framework in Romania¹.

Key Highlights:

- **Strengthening the implementation of the DSA:** Throughout 2025, ANCOM consolidated its role as Romania's Digital Services Coordinator (DSC), coordinating the national implementation of the Digital Services Act through supervision, stakeholder engagement, institutional cooperation, and public awareness activities.
- **Building a coordinated national ecosystem:** ANCOM strengthened cooperation among public authorities, intermediary service providers, civil society, academia, and online platforms, facilitating a common understanding of the DSA and improving national coordination mechanisms, including in the electoral context.
- **Supporting effective DSA enforcement:** The Authority maintained the national mapping of intermediary service providers, monitored the implementation of DSA mechanisms, supported trusted flaggers, promoted researchers' access to platform data, and facilitated cooperation between competent authorities and online platforms.
- **Contributing to European cooperation:** ANCOM actively participated in the European Board for Digital Services and its specialised working groups, contributing to discussions on the protection of minors, trusted flaggers, data access, consumer protection, electoral integrity, and cross-border cooperation.
- **Promoting users' rights and digital safety:** Approximately **400 complaints** relating to digital services were assessed, while users, public authorities, researchers, and service providers benefited from guidance, awareness campaigns, webinars, practical materials, and dedicated support on the rights and mechanisms introduced by the DSA.
- **A safer and more transparent digital environment:** Through national coordination, European engagement, and continuous dialogue with stakeholders, ANCOM contributed to strengthening the consistent application of the DSA and fostering a safer, more transparent, and more accountable online environment in Romania.

This report reflects ANCOM's commitment to ensuring a safe, transparent, and fair digital environment in line with European standards.

¹Please note that the actions taken by ANCOM, as DSC, in order to implement the DSA in Romania during 2025 are also reflected in [ANCOM's Annual Activity Report for 2025](#).

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1. Introduction

Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a single market for digital services and amending Directive 2000/31/EC (Digital Services Act - DSA) applicable since 17 February 2024, establishes a set of differentiated obligations for intermediary service providers, including enhanced obligations for very large online platforms and search engines, aimed at ensuring a high level of transparency, accountability, and safety in the European digital environment.

In its role as Digital Services Coordinator (DSC), assigned under Law no. 50/2024, ANCOM exercises the competences established by this Regulation, with supervisory powers limited to intermediary service providers in Romania.

In the case of very large online platforms and search engines (with over 45 million monthly active users in the EU), competencies are assigned to the European Commission. Sometimes - under certain conditions - these tasks are shared with the digital services coordinator in the country of establishment.

In exercising the powers provided for by the Digital Services Act and its national implementing legislation, in 2025, ANCOM carried out a series of activities aimed at supporting the consistent implementation of the Digital Services Act at national level and contributing to the strengthening of the institutional cooperation mechanisms provided therein. The Authority acted towards coordinating the dialogue at national level with the relevant authorities and relevant actors in the digital ecosystem and participating in institutional cooperation mechanisms at European Union level and carrying out public information activities regarding the mechanisms introduced by the Digital Services Act.

2. Activities for supervising intermediary service providers and ensuring compliance with the Digital Services Act

In 2025, ANCOM, in its capacity as Digital Services Coordinator (DSC) in Romania, carried out a series of actions primarily aimed at raising awareness and facilitating dialogue and cooperation among public authorities, intermediary service providers, the academic environment, and civil society, in order to ensure a common understanding of the mechanisms set out in the DSA and to identify best practices for its implementation.

Beyond ANCOM's exclusive competences, Romania's Digital Services Coordinator may also contribute in relation to other intermediary service providers or regarding the application of other mechanisms (for example, contributions within the cross-border cooperation framework).

2.1. Mapping of intermediary service providers in Romania

Currently, the activity of intermediary service providers (ISPs) does not go through an authorization process similar to that found in the electronic communications or postal services sectors. This particularity derives from Article 4 of Directive 2000/31/EC of the European Parliament and of the Council of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market, a principle also maintained within the Digital Services Act.

Therefore, information regarding the existence of intermediary service providers (or their mapping) in Romania is collected from open sources or as a result of ongoing activities (e.g., collection through specialized tools or access to databases). Under these conditions, information regarding the existence of intermediary service providers or the provision of services has a higher degree of volatility compared to providers operating in other segments within ANCOM's scope of activity.

In Romania, a total of 693 intermediary service providers had been recorded by ANCOM as of December 2025. It should be noted that a significant proportion of these providers are also providers of electronic communications networks and services.

2.2. Institutional dialogue and cooperation with relevant stakeholders

To facilitate the implementation of the DSA, ANCOM organized and/or participated in working meetings with civil society organizations active in the fields of digital rights, consumer protection, and online safety. These meetings addressed issues such as the functioning of mechanisms for reporting illegal content, the transparency of content moderation decisions, and the role of various institutional actors in enforcing the DSA.

ANCOM also facilitated interinstitutional dialogue among relevant authorities, with discussions covering topics such as combating the illegal distribution of audiovisual content online, issuing orders to act against illegal content, challenges generated by the rapid development of e-commerce, and the need to strengthen cooperation among authorities with market surveillance responsibilities.

Moreover, ANCOM responded to all requests from public authorities and institutions regarding the presentation of concepts and mechanisms under the Digital Services Act, as well as providing support for updating sectoral legislation to enable more effective implementation.

ANCOM participated in a significant number of meetings with national authorities, both to support understanding of the role of the Digital Services Act and to clarify the Authority's responsibilities in the electoral context.

2.3. Cooperation with very large online platforms

In exercising its role as Digital Services Coordinator, ANCOM conducted consultations and working meetings with representatives of very large online platforms relevant to Romania, including for the purpose of establishing effective cooperation mechanisms in situations with potential impact on the integrity of the online information space.

Particular emphasis was placed on dialogue with online platforms in the electoral context, in order to establish communication channels and procedures to be used in situations involving potentially illegal content or other risks associated with the use of online platforms. These discussions focused especially on ensuring effective cooperation between platforms and relevant authorities, within the limits of the legal framework established by the Digital Services Act and applicable national legislation in various sectors (e.g. electoral law, e-commerce).

In the same context, ANCOM organized a roundtable dedicated to the application of the DSA in the electoral context, bringing together representatives of public authorities, the European Commission, major online platforms, and civil society organizations. The event provided a framework for discussions on the responsibilities of platforms in managing illegal content and systemic risks, as well as the role of public authorities in ensuring a safe and transparent online environment.

2.4. Preparedness exercises and testing of cooperation mechanisms

To support the strengthening of institutional capacity to respond to challenges that may arise in the online environment, ANCOM organized a [tabletop exercise](#) to assess cooperation mechanisms between major online platforms, national authorities, and representatives of civil society.

The exercise aimed to test communication flows and cooperation mechanisms among the actors involved, based on hypothetical scenarios that may arise online in an electoral context. This initiative contributed to identifying best practices as well as aspects requiring further clarification.

2.5. Promoting access to data for research and transparency

Given the interest expressed by civil society and the academic environment regarding access to data from very large online platforms or search engines—also reflected in an open letter submitted to ANCOM—the Authority published, in the first quarter of 2025, an informational material detailing the conditions that interested parties (affiliated researchers, non-profit organizations) must cumulatively meet in order to request access to such data under Article 40 of the Digital Services Act.

These conditions include, among others, the requirement not to use the data for commercial purposes, to comply with data security and confidentiality requirements, and to use the data exclusively for research projects that study systemic risks.

Following the entry into force, in October 2025, of the delegated act on data access, ANCOM organized a webinar for researchers from research centres within higher education institutions in Romania. The purpose was to present the technical and legal conditions, as well as the mechanism provided for under Article 40(12) of the Digital Services Act, for granting vetted researchers access to non-public data of very large online platforms or search engines, for the purpose of studying systemic risks in the online environment.

In accordance with the obligations set out in the delegated act on data access, ANCOM established a dedicated contact point (cercetatori@ancom.ro) to provide information and assistance regarding the data access process. The Authority also published details of this contact point on its website, along with a link to the data access portal.

In 2025, no requests for data access were submitted through the data access portal for ANCOM's initial assessment, in accordance with Article 40(9) of the Digital Services Act.

We emphasize the importance of independent research on risks associated with the digital environment, enabled through the data access mechanisms provided by the Digital Services Act, in order to protect users and ensure a safe online environment.

2.6. Orders issued by relevant authorities

Orders to act against illegal content and orders to provide information may be issued, pursuant to Articles 7–9 of Law no. 50/2024, by the relevant authorities.

According to information available at ANCOM level, in 2025, relevant authorities issued a total of 4,191 orders to act against illegal content (based on Articles 7–8 of Law no. 50/2024) and 10 orders to provide information (based on Article 9 of Law no. 50/2024).

In the case of such orders – orders to act against illegal content and orders to provide information –, the provisions of Articles 9 and 10 of the Digital Services Act also apply.

2.7. Trusted flaggers

In 2025, ANCOM supported the entities to which it had granted trusted flagger status in 2024 (Save the Children Romania, in the area of competence “Matters concerning minors”, and the National Institute for the Study of the Holocaust in Romania “Elie Wiesel”, in the area of competence “Illegal speech”), either by facilitating direct contacts with platform representatives to overcome initial barriers or by providing clarifications regarding relevant provisions of the Digital Services Act.

ANCOM also continued to analyse applications for trusted flagger status and engaged in discussions with interested entities. In 2025, ANCOM granted trusted flagger status to the eLiberare Association in the following areas of competence:

- Illegal speech, with the subcategory “Threats or acts of violence (such as death threats)”;
- Non-consensual conduct relating to images or personal information, including “non-consensual sharing of images (including dissemination of intimate images without consent)” and “non-consensual content involving deepfake or similar technologies using third-party tools”;
- Online harassment or intimidation, including “sexual harassment (including non-consensual pornography)”;
- Pornography or sexually explicit content, including “image-based sexual abuse (excluding content involving minors)” and “rape and other sexual violence (depictions or incitement)”;
- Matters concerning minors, including “failure to implement age-specific restrictions (including pornographic content accessible to minors)”, “child sexual abuse material”, and “grooming of minors or dangerous challenges”;
- Risks to public safety, including “incitement to commit offenses dangerous to public safety” and “illegal organizations, including organized criminal groups”;
- Violence, including “exploitation of persons” and “human trafficking”.

ANCOM received activity reports for 2025 from Save the Children Romania and the National Institute for the Study of the Holocaust in Romania “Elie Wiesel”, regarding their work as trusted flaggers.

On ANCOM’s website, the list of entities in Romania granted trusted flagger status is available, including links to their activity reports, as well as a link to the European Commission’s database of all trusted flaggers in the European Union.

3. Actions of the Digital Service Coordinator in the electoral context

In 2025, the Authority carried out a series of information, institutional dialogue, and analysis activities regarding the mechanisms provided by the DSA in the context of electoral processes.

These actions considered the role of online platforms in disseminating information in the digital environment and the potential impact of their functioning on the online information space, including with regard to the integrity of democratic processes. The activities were conducted within the limits of ANCOM's responsibilities established by the DSA and by Law no. 50/2024.

All actions and activities undertaken by the Authority in the electoral context were aligned with the DSA Toolkit on Elections for Digital Services Coordinators, developed by the European Board for Digital Services and the European Commission and adopted in February 2025. The detailed activity report regarding this work is published on ANCOM's website. The report outlines both the activities carried out and the role of relevant national authorities in combating illegal content in the online environment.

3.1. Informing stakeholders involved in the electoral process

To increase awareness of the mechanisms provided by the Digital Services Act, ANCOM participated in meetings organized by the Permanent Electoral Authority (AEP) for campaign staff of the candidates in the presidential elections. During these meetings, the main tools provided by the DSA were presented, along with information on reporting illegal online content, obligations of intermediary service providers, transparency and accountability mechanisms applicable to online platforms, and the role of relevant authorities in combating illegal content.

ANCOM also aimed to share the knowledge it had acquired in the context of the DSA and organized a series of meetings intended to familiarize national authorities and institutions with the concepts of the European legislative act.

Additionally, in the context of partial local elections, ANCOM organized hybrid-format working meetings on the application of the DSA in the electoral context. These were dedicated to informing members of electoral bureaus and constituency electoral offices, as well as representatives of candidates in the partial local elections held on December 7, 2025.

At the same time, ANCOM conducted public information activities and developed guidelines on how users can report illegal online content, including cases involving violations of electoral legislation.

3.2. Dialogue with online platforms and relevant authorities

In the electoral context and considering the recommendations of the Elections Toolkit for Digital Services Coordinators, ANCOM organized working meetings with representatives of online platforms and relevant authorities to facilitate information exchange and clarify institutional cooperation mechanisms. These discussions particularly addressed the obligations of very large online platforms to assess and mitigate systemic risks generated by their services, including risks that may affect electoral processes. Possible situations in which online services could be used in a misleading manner or contrary to their terms of use were also analysed, as well as the mechanisms available for managing such situations within the framework established by the DSA.

ANCOM also sought to clarify the role of relevant authorities in combating illegal online content specific to their fields of activity and facilitated bilateral discussions on the European Commission's Guidelines for providers of very large online platforms and very large online search engines on the mitigation of systemic risks to electoral processes.

Furthermore, in its capacity as the Digital Services Coordinator in Romania, ANCOM, in the spirit of continuous cooperation with the European Commission, notified it of situations identified by

relevant national stakeholders as soon as such information became available. This was done in the context where supervision of very large online platforms falls under the competence of the European Commission or the Digital Services Coordinator in the country of establishment, as previously noted.

3.3. Analysis of complaints received in the electoral context

During the electoral period, ANCOM received a number of complaints from political actors regarding the use of services provided by online platforms. These complaints were analysed in relation to the institution's competencies (established by the DSA) and the applicable legal framework. ANCOM provided public clarifications regarding the mechanisms set out in the DSA and the limits of its responsibilities in relation to other competent authorities in the electoral field. In this context, ANCOM emphasized that the DSA establishes obligations for intermediary service providers and introduces mechanisms aimed at managing illegal content and reducing systemic risks associated with the functioning of online platforms and very large online search engines. However, the enforcement of electoral legislation remains the responsibility of the competent authorities designated under the national legal framework. It should be noted that complaints concerning violations of electoral legislation do not fall within ANCOM's competence and were forwarded to the relevant electoral authorities for resolution.

3.4. Presentation of technical solutions to other authorities and development of internal collaborative tools

ANCOM provided national authorities, through the Nextcloud platform, with a collaborative workspace and secure document storage tool hosted on its own infrastructure, ensuring full data control and a high level of cybersecurity protection. Through this platform, ANCOM also made available to relevant authorities guidelines on reporting social media links, verifying IP addresses, checking online advertising, and identifying the hosting provider of a web domain. Authorities also benefited from presentations of software products with potential relevance to their activities. At the same time, authorities were granted access to an application for verifying reported content. This mechanism facilitated both the specific processes of relevant authorities in Romania and the necessary actions in relation to online platforms relevant to Romania.

4. Activity of Romania's DSC at European level

ANCOM actively participated in activities carried out at the level of the European Union for the implementation and enforcement of the DSA. In this context, the Authority closely followed developments in the European regulatory framework and the European Commission's initiatives regarding the application of the DSA, contributing to information exchange and to strengthening cooperation among competent authorities at EU level.

4.1. Institutional cooperation within the European mechanisms under the DSA

ANCOM took part in institutional cooperation activities carried out at European level within the mechanisms established by the DSA, including exchanges of information on the application of this legal framework and discussions regarding the interpretation and implementation of the obligations imposed on intermediary service providers. The Authority cooperated with other Digital Services Coordinators from EU Member States within the European Board for Digital Services, both in the formal setting of Board meetings and through bilateral relationships established with other relevant DSCs within this Board.

Thus, in 2025, the Board organized a total of 10 ordinary and ad-hoc meetings (in physical and virtual formats). These meetings provided members of the European Board for Digital Services with the opportunity to engage in debates on topics such as the protection of minors, the integrity of the information space, the role of the DSA, the dissemination of illegal content online, and the role of relevant national authorities in combating it, etc. Each meeting played a significant role in advancing the collective goals of ensuring a safe, transparent, and innovative digital environment across the EU.

ANCOM experts participated in all meetings of the working groups established within the European Board for Digital Services. Throughout the year, ANCOM informed representatives of the European Commission – DG CNECT about relevant actions undertaken in the context of applying the DSA at national level, also providing details regarding problematic situations identified on very large online platforms.

4.2. "Horizontal and legal aspects"

Continuing its activity from 2024, ANCOM participated in the 8 meetings held in 2025 by the working group within the European Board for Digital Services. The working group analyses legal concepts used within the DSA (such as the concept of "intermediary service," "provider," "main establishment," especially in the case of providers offering cross-border services, etc.), the interaction of the DSA with other European legislative acts, and practical challenges related to their application by various competent national authorities. It also addresses the importance of cooperation with civil society, the requirements regarding the notice-and-action mechanism that must be made available by hosting service providers to service recipients for reporting content considered illegal, the analysis of specific cases presented by Digital Services Coordinators from Member States, and the strengthening of cooperation among Digital Services Coordinators in cross-border service cases.

4.3. "Working together"

Continuing the activity carried out in the previous year, ANCOM ensured representation within the working group aimed at analysing general working arrangements, including the rules of procedure of the European Board for Digital Services, as well as cross-border cooperation between authorities. This group is responsible for preparing work on the annual reports to be drafted by each Member State and reports on the early detection of systemic risks. At the same time, within this working group, the Best Practice Guidelines regarding the complaint handling process is under development, as well as the procedural framework for incident response, establishing clear procedures and courses of action to facilitate a rapid response in the event of an incident falling

under the scope of the DSA. The latter aims primarily to ensure efficient collection and sharing of information, in order to assess, identify, and ensure a proportionate response when cooperation between the European Commission and the DSCs is required.

4.4. “Access to data and trusted flaggers”

ANCOM actively participated in all meetings of the working group of the European Board for Digital Services where both preliminary and post-adoption aspects were analysed regarding the Delegated Act on data access adopted by the European Commission. This act establishes procedures and technical conditions to provide vetted researchers with access to data held by providers of very large online platforms and very large online search engines, pursuant to Article 40(4) of the DSA.

Additionally, ANCOM participated in all meetings of the working group where the draft European Commission guidelines were analysed, aimed at assisting providers of online platforms and Digital Services Coordinators in applying Article 22(2), (6), and (7) of the DSA, guidelines intended to bring more clarity to the trusted flagger ecosystem.

4.5. “Integrity of the information space”

Throughout 2025, ANCOM ensured representation within the working group where topics such as activities carried out by DSCs (including ANCOM) in the electoral context at the level of EU Member States (pre-electoral, electoral, and post-electoral periods) were addressed.

Other aspects highlighted included:

- cooperation with other EU institutions in combating FIMI (e.g. the European External Action Service, within the Rapid Alert System (RAS);
- updating the Election Toolkit for Digital Services Coordinators; developing incident and crisis response protocols;
- aspects regarding the European Democracy Shield.

Discussions within this working group also led to the development of the Election Toolkit for Digital Services Coordinators, which outlines the types of activities that a Digital Services Coordinator could carry out while respecting the legal powers conferred by national legislation.

4.6. Consumer protection and online marketplaces

ANCOM representatives participated in the meetings organized throughout 2025 by the working group addressing issues related to consumer protection and online marketplaces.

Among the topics discussed were the implementation actions of the provisions of the DSA undertaken by the European Commission as well as by Member States, and the interaction between the DSA and other European legislative acts (for example, the General Product Safety Regulation – GPSR), insofar as they concern obligations applicable to online marketplaces.

Also in 2025, two subgroups were created within this working group: one dedicated to mapping national authorities in the field of e-commerce and another dedicated to financial fraud and deceptive practices. The first subgroup aims to provide guidance to Member States on how to optimally map competent national authorities in the field of e-commerce, while the second subgroup seeks to facilitate information exchange and identify potential fraud patterns frequently encountered on online platforms, as well as ways to strengthen detection, prevention, and response mechanisms on these platforms.

In the same context, considering the issuance on 7 February 2025 of the European Commission Communication to the European Parliament, the Council, the European Economic and Social Committee, and the Committee of the Regions – A comprehensive EU toolbox for safe and sustainable e-commerce, a document promoting a vision of e-commerce centered on

sustainability, safety, and reliability and aiming primarily to address challenges associated with imports generated by e-commerce, ANCOM initiated the establishment of a cross-sectoral task force on e-commerce at national level, as a first step towards creating a network of enforcement authorities.

Alongside our institution, this group includes the Romanian Customs Authority, the National Authority for Consumer Protection, and several market surveillance authorities, including the Ministry of Economy, Digitalization, Entrepreneurship and Tourism, the Labour Inspection, the National Sanitary Veterinary and Food Safety Authority, the National Agency for Medicines and Medical Devices of Romania, the Romanian Auto Registry, and the Ministry of Agriculture and Rural Development. The first meeting of the task force, held in December 2025 at ANCOM headquarters, was also attended by the representative of the European Commission (DG Connect) in Romania responsible for digital services.

The task force may also contribute useful information within the European Board for Digital Services and to enforcement actions undertaken under the DSA both by the Commission and at national level. Given that these authorities operate under different legal mandates, the existence of such a coordinated working group, as a formal coordination mechanism, could facilitate rapid information exchange, risk prioritization, faster identification of dangerous products sold online, and even synchronization of inspections.

Among the short-term objectives of this task force are drafting a memorandum/protocol of cooperation, accompanied by a set of working principles, and identifying existing cooperation agreements concluded between market surveillance authorities. At the same time, the need was emphasized to identify the difficulties faced by participating institutions (underfunding, staff shortages, outdated legislation), useful tools for surveillance activities, the existence of training programs, or the initiation of legislative amendments.

4.7. “Protection of minors”

The protection of minors in the online environment represented one of the major priorities of activities carried out at European level in the application of the DSA. In this regard, the European Commission published Guidelines on measures to ensure a high level of privacy, safety, and security for minors online, pursuant to Article 28(4) of Regulation (EU) 2022/2065. In its role as supervisor of very large online platforms and very large online search engines, the European body-initiated actions to verify how these platforms comply with their obligations regarding the assessment and mitigation of risks to the rights and safety of minors.

ANCOM monitored these developments and contributed to the dissemination of relevant information at national level (to national authorities with responsibilities in the field of child protection), in order to support coherent application of the mechanisms provided by the DSA.

At the same time, ANCOM participated in this working group, which aims to strengthen measures for the protection of minors online in the context of applying the DSA. The group’s activity focuses on supporting the implementation of Article 28(1) of the European act, which provides for the obligation of online platforms to ensure a high level of privacy, safety, and security for minors.

The working group contributes, among other things, to the development and implementation of technical solutions for age verification, the drafting of best practices regarding the design of digital services in line with the “privacy and safety by design” principle, and the identification of effective mechanisms to limit minors’ access to content intended exclusively for adults. It also facilitates information exchange and coordination among Digital Services Coordinators in Member States, ensuring consistent application of the obligations set out in Article 28 of the DSA.

At the same time, ANCOM also participated in the task force on pornographic platforms, established under the coordination of the working group to continue and develop activities at European level for strengthening the protection of minors online and supporting the implementation of obligations under Article 28 of the DSA.

It should be noted that the protection of minors is an important objective that must be understood and assumed by all relevant actors—parents, the educational environment, civil society with recognized activity in the field, and public authorities—each having its own role in achieving this objective.

4.8. “Orders and legal aspects”

ANCOM participated in the 2025 meetings of the working group within the European Board for Digital Services. This group aims to facilitate exchanges of views and discussions regarding cooperation between Digital Services Coordinators from Member States and law enforcement authorities, as well as issues related to illegal content online. In particular, the group addresses aspects related to orders provided for in Articles 9 and 10 of the DSA, as well as issues concerning the notification of suspicions of criminal offences (Article 18 of the DSA). One of the topics of interest concerns orders to act against illegal content and orders to provide information, as well as the protection and respect of the rights of users affected by decisions of intermediary service providers regarding restrictions provided for in Article 17(1) of the DSA.

5. Complaints submitted in the context of the Digital Services Act

ANCOM, in its capacity as the Digital Services Coordinator in Romania, received approximately 400 complaints regarding digital services, including complaints referring to potentially illegal online content, given the growing concern of users for compliance with digital rules and online protection.

Out of the total number of complaints received, 177 alleged possible breaches of the obligations established for providers of intermediary services. Many of these complaints concerned very large online platforms/search engines (such as Facebook, Instagram, TikTok, YouTube, Google, etc.), whose supervision is carried out jointly by the European Commission and the Digital Services Coordinator from the country of establishment (the country where the platform or search engine has its headquarters or designated legal representative). Following the analysis of these complaints, 8 complaints were forwarded to the Digital Services Coordinator in the country of establishment, in accordance with Article 53 of the DSA.

In addition to the above, ANCOM also received 222 complaints through which the existence of information on online platforms was reported that complainants considered to be illegal content. See also Chapter 9 of the report.

6. Public information actions of Romania's DSC

In its capacity as Digital Services Coordinator, ANCOM carried out a series of public information activities aimed at increasing the level of awareness among users and relevant stakeholders regarding the mechanisms and rights provided by the DSA. These actions primarily aimed to facilitate a better understanding of the obligations incumbent upon providers of intermediary services, as well as the tools available to users for reporting illegal content, contesting content moderation decisions, and signalling potential breaches of the applicable regulatory framework.

6.1. Informing users about rights and mechanisms provided by the DSA

ANCOM published a series of informational materials dedicated to users of digital services, presenting the main rights introduced by the DSA, as well as the mechanisms available for contesting situations in which content posted on an online platform is restricted or removed.

Consistent in promoting users' interests, the institution presented the ways in which users can report illegal content to online platforms or complain about possible breaches of the obligations incumbent upon providers of intermediary services under the DSA.

The Authority developed a dedicated Frequently Asked Questions (FAQ) section aimed at providing users with clear and accessible information on their rights and the mechanisms available under the DSA.

6.2. Informing on new challenges generated by emerging technologies

In the context of the accelerated development of digital technologies, ANCOM published informational materials regarding the use of content generated with the help of artificial intelligence, including ways in which such materials can be reported to online platforms when there are suspicions regarding their misleading nature or their use for manipulation purposes. These actions aimed to support users in identifying and managing risks associated with the use of emerging technologies in the online environment.

6.3. Supporting the academia and research in the field of digital services

ANCOM organized information activities dedicated to the academic environment, including a webinar on researchers' access to data from very large online platforms, during which the mechanisms introduced by the DSA to facilitate independent research on the impact of online platforms on society were presented. Through these activities, the institution aimed to support the development of research in the digital environment and contribute to a better understanding of systemic risks associated with the functioning of online platforms.

6.4. Supporting national providers of intermediary services

In order to support providers of information society services, ANCOM made available a [self-assessment form](#) through which they can verify whether the service they provide falls within the scope of services regulated by the DSA: mere conduit services, caching services, and hosting services.

In the same context, in August 2025, a meeting was organized at ANCOM headquarters with hosting service providers, during which the rights and obligations of hosting service providers were presented and analysed, in accordance with the Regulation on digital services (DSA) and Regulation (EU) 2021/784 of the European Parliament and of the Council of 29 April 2021 on addressing the dissemination of terrorist content online.

6.5. Developing guidelines and practical materials

In order to support public institutions and other relevant stakeholders in managing online risks, ANCOM has developed and published [practical guidelines](#) on combating the unauthorized use of visual identity elements of public institutions' accounts in the online environment. This material aims to provide recommendations on identifying impersonation attempts in the digital environment and using available mechanisms for reporting and managing such situations.

The activities carried out in 2025 reflect ANCOM's role, as the national Digital Services Coordinator, in facilitating the implementation of the DSA and strengthening cooperation among public authorities, providers of intermediary services, civil society, and the academic environment.

Through institutional coordination efforts, participation in cooperation mechanisms at European level, and public information activities, ANCOM aimed to support the coherent implementation of the regulatory framework established by the DSA and to increase awareness of the rights and responsibilities of actors involved in the digital ecosystem.

In the coming period, ANCOM will continue to monitor developments at European level regarding the application of the DSA and to contribute to the development of institutional cooperation mechanisms, in order to ensure a safe, transparent, and responsible online environment for users.



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