



REPUBLIKA E SHQIPËRISË

**ELECTRONIC AND POSTAL COMMUNICATIONS AUTHORITY
STEERING COUNCIL**

No. _____ prot.

Tirana, __. __. 2026

DECISION

No. 14, dated 28.04.2026

ON

**THE APPROVAL FOR PUBLIC CONSULTATION OF THE DRAFT REGULATION
“ON THE PROTECTION OF CONSUMERS AND SUBSCRIBERS OF PUBLIC
ELECTRONIC COMMUNICATIONS SERVICES”**

The Steering Council (SC) of the Authority of Electronic and Postal Communications (AKEP), attended by:

Mr. Gentian Sala, Chairman
Ms. Edlira Dvorani, Member
Mr. Armer Juka, Member
Mr. Bleron Dokle, Member
Ms. Diana Dervishi, Member

and with Ms. Dania Nallbani acting as secretary, at the meeting held on 28 April 2026, pursuant to the procedure established in Law No. 54/2024 “On Electronic Communications in the Republic of Albania”, Law No. 8480 dated 27.5.1999 “On the Functioning of Collegial Bodies of State Administration and Public Entities”, and the Internal Regulation on the Organization and Functioning of the Authority of Electronic and Postal Communications (AKEP), approved by Decision No. 11 dated 31.3.2026 of the AKEP Steering Council, upon proposal of the Directorate for Consumer Protection, Statistics and Inspection, reviewed the matter with the following subject:

- *Approval for public consultation of the draft regulation “On the protection of consumers and subscribers of public electronic communications services”.*

LEGAL BASIS

1. Article 46 and Chapter XVIII “Rights of End-users”, Articles 141–151 of Law No. 54/2024 “On Electronic Communications in the Republic of Albania”;

2. Regulation “On Public Notification and Consultation Procedures”, approved by Decision No. 21 dated 7.12.2021 of the AKEP Steering Council.

THE STEERING COUNCIL

Having reviewed the written material composed as follows:

1. The document prepared for public consultation: “*Draft Regulation on the protection of consumers and subscribers of public electronic communications services*”;
2. The formatted and reasoned draft decision;
3. The accompanying explanatory report of the Draft Decision;

OBSERVES

1. Law No. 54/2024 “On Electronic Communications in the Republic of Albania” entered into force on 20.12.2024, repealing Law No. 9918/2008 “On Electronic Communications in the Republic of Albania”, as amended. Law No. 54/2024 has partially approximated into national legislation Directive (EU) 2018/1972 of the European Parliament and of the Council establishing the European Electronic Communications Code (hereinafter EECC), and contains a number of new provisions regarding the rights of end-users belonging to the category of consumers and subscribers of electronic communications services.
2. Chapter XVIII, Articles 141–155 and Article 180 of Law No. 54/2024 contain provisions regarding the rights of end-users and the obligations of undertakings, inter alia, in relation to:
 - Pre-contractual information, including the contract summary and the information requirements to be included in subscription contracts, Articles 141 and 180;
 - Duration, renewal conditions, amendments and termination of contracts, including notifications by undertakings upon contract expiry and the provision of information and advice regarding the best tariff plan for subscribers, Article 144;
 - Requirements on transparency and publication of information by undertakings regarding the services provided, applicable tariffs/tariff plans, quality of services, and standard conditions of subscription contracts, Articles 142 and 143;
 - Facilities enabling expenditure control and other associated facilities for consumers of public electronic communications services, Article 141, Article 154 and Articles 116–125;
 - Measures to guarantee equal access and choice for end-users regarding contractual information and electronic communications services, Article 151 and other provisions of Law No. 54/2024;
 - New deadlines for the receipt and handling of subscriber complaints by undertakings and for out-of-court/alternative dispute resolution between subscribers and undertakings by AKEP, Article 46;
 - Rules and requirements regarding the inclusion in subscription contracts and contract summaries of additional information on actual internet access speeds, Articles 177–179.

3. In implementation of the provisions of Law No. 9918/2008 “On Electronic Communications in the Republic of Albania”, AKEP has approved Regulation No. 49/2021 “On the Protection of Consumers and Subscribers of Public Electronic Communications Services”, as amended, as well as Regulation No. 27 dated 21/09/2012 “On the Publication of Information on Tariffs and the Conditions for Access and Use of Public Electronic Communications Services”, as amended.
4. Following the legal amendments and other secondary legislation approved for the implementation of Law No. 54/2024, AKEP has prepared the document “Draft Regulation on the protection of consumers and subscribers of public electronic communications services”, which shall be subject to public consultation with interested parties. The purpose of the draft regulation is to establish detailed rules for the implementation by undertakings of the obligations arising from Law No. 54/2024 related to end-user rights, transparency, contracts, switching providers, service availability, emergencies, accessibility, and associated facilities for end-users, aiming to ensure a high level of transparency and protection for end-users, particularly consumers of electronic communications services.
5. The approval of this document following public consultation shall replace Regulation No. 49/2021 and Regulation No. 27/2012 and shall complement the new secondary regulatory framework already approved by AKEP regarding the implementation by undertakings of obligations related to the protection of end-users/consumers, such as:
 - “Regulation on Establishing the Model Contract Summary to be Used by Providers of Public Electronic Communications Services”, approved by SC Decision No. 1 dated 2.02.2026;
 - “Regulation on the Implementation of Number Portability”, approved by SC Decision No. 2 dated 2.02.2026;
 - “Draft Guideline on the Implementation of Open Internet Rules”, approved for public consultation by SC Decision No. 3 dated 2.02.2026, as well as other obligations established in the “Regulation on the Implementation of the General Authorization Regime”, approved by SC Decision No. 10 dated 31.03.2026.
6. The document for public consultation “Draft Regulation on the protection of consumers and subscribers of public electronic communications services”:
 - From the legal perspective, complies with the provisions of Article 46 and Chapter XVIII of Law No. 54/2024;
 - Has taken into consideration the best practices of EU/BEREC countries regarding the protection of consumers/subscribers of electronic communications services.
7. Pursuant to Articles 44 and 45 of Law No. 54/2024 and the Regulation “On Public Notification and Consultation Procedures”, approved by Decision No. 21 dated 7.12.2021 of the AKEP Steering Council, the document approved through this decision shall be subject to public consultation for the purpose of obtaining the opinion of interested parties.

FOR THESE REASONS

Pursuant to paragraph 1 of Articles 14 and 15 of Law No. 54/2024 “On Electronic Communications in the Republic of Albania” and Law No. 8480 dated 27.5.1999 “On the Functioning of Collegial Bodies of State Administration and Public Entities”, the AKEP Steering Council,

DECIDED:

1. To approve the publication for public consultation of the draft regulation document “On the protection of consumers and subscribers of public electronic communications services”, according to the attached document.
2. The public consultation procedure shall be conducted for a period of 30 days from the date of publication of the document referred to in point 3 of this Decision.
3. This Decision and the document for public consultation “Draft Regulation on the protection of consumers and subscribers of public electronic communications services” shall be published on the website www.akep.al.
4. The Directorate for Consumer Protection, Statistics and Inspection is entrusted with the follow-up and implementation of this Decision.

This Decision shall enter into force immediately.

Chairman Member Member Member Member

Gentian Sala Edlira Dvorani Armer Juka Bleron Dokle Diana Dervishi