



REPUBLIKA E SHQIPËRISË

**ELECTRONIC AND POSTAL COMMUNICATIONS AUTHORITY
STEERING COUNCIL**

No. _____ prot.

Tirana, __. __. 2026

DECISION

No. 01, dated 02.02.2026

ON

**“APPROVAL OF THE REGULATION ‘ON DETERMINING THE TEMPLATE OF
THE CONTRACT SUMMARY TO BE USED BY PROVIDERS OF PUBLIC
ELECTRONIC COMMUNICATIONS SERVICES’”**

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

Mr. Gentian Sala, Chairman
Ms. Edlira Dvorani, Member
Mr. Lorenc Bako, Member
Mr. Bleron Dokle, Member
Mr. Armer Juka, Member

and with Ms. Dania Nallbani acting as Secretary, at the meeting held on 02 February 2026, in
accordance with the procedure set forth in Law No. 54/2024 “On Electronic Communications in
the Republic of Albania”, and the Internal Regulation “On the Functioning of the Steering Council
of the Electronic and Postal Communications Authority”, approved by AKEP Steering Council
Decision No. 7, dated 16.02.2017, as amended, reviewed the matter concerning:

“Approval of the Regulation ‘On Determining the Template of the Contract Summary to be Used
by Providers of Public Electronic Communications Services’”.

LEGAL BASIS:

1. Article 141, paragraph 6, of Law No. 54/2024 “On Electronic Communications in the
Republic of Albania” (Law No. 54/2024);
2. Regulation “On Public Notification and Consultation Procedures”, approved by AKEP
Steering Council Decision No. 21, dated 07.12.2021.

THE STEERING COUNCIL:

Having reviewed the written documentation composed of the following:

1. Regulation “On Determining the Template of the Contract Summary to be Used by Providers of Public Electronic Communications Services”;
2. “AKEP Position on the Comments of Interested Parties Regarding the Public Consultation of the Draft Regulation on the Contract Summary Template”;
3. The formatted and reasoned draft decision;
4. The explanatory report accompanying the draft decision,

as well as the discussions held during the meeting on the matter and with reference to the above-cited legal basis,

OBSERVES:

1. By Decision No. 01, dated 19.03.2025, the AKEP Steering Council approved for public consultation the document “Regulation on Determining the Template of the Contract Summary to be Used by Providers of Public Electronic Communications Services - Public Consultation Document”. This document was drafted and published for public consultation by AKEP in implementation of the provisions of Law No. 54/2024 “On Electronic Communications in the Republic of Albania”, which entered into force on 20.12.2024, repealing Law No. 9918/2008.
2. The new Law No. 54/2024 partially approximates 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 series of provisions related to the rights of end-users of electronic communications services and networks. An additional right granted to consumers is the provision by the service provider of the Contract Summary document:
 - Pursuant to Article 141, paragraph 5, of Law No. 54/2024, providers of publicly available electronic communications services, other than transmission services used for the provision of machine-to-machine services, shall provide consumers with a concise and easily readable contract summary. This legal provision also contains the key elements that the contract summary must include, namely: a) the name, address and contact details of the provider and, where different, contact details for complaints; b) the main characteristics of each service provided; c) the respective prices; ç) the duration of the contract and the conditions for its renewal and termination; d) the extent to which products and services are designed for end-users with disabilities; dh) in relation to internet access services, a summary of the information required pursuant to Article 178, paragraph 1, letters “ç” and “d” of this Law.
 - Pursuant to Article 141, paragraph 6, of Law No. 54/2024, service providers subject to the obligations under paragraph 1 of this Article shall duly complete the contract summary template with the required information, in accordance with the regulation approved by AKEP, and shall provide consumers with the contract summary free of charge and prior to the conclusion of the contract, including for distance contracts.
3. The document “Regulation on Determining the Template of the Contract Summary to be Used by Providers of Public Electronic Communications Services – Public Consultation

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Document”, approved by Steering Council Decision No. 1, dated 19.03.2025, was published on AKEP’s official website on 26.03.2025, and the public consultation period concluded on 26.04.2025. At the conclusion of the public consultation process, the following interested parties submitted comments to AKEP:

- One Albania sh.a., through letter No. 980 Prot., dated 25.04.2025 (AKEP Ref.: No. 749 Prot., dated 28.04.2025);
- Vodafone Albania sh.a., through letter reference LEA/030/L.R/E.M, dated 23.04.2025 (AKEP Ref.: No. 749/1 Prot., dated 28.04.2025).

On 16.12.2025, AKEP also held a discussion/clarification session with the interested parties regarding the comments submitted above on the Draft Regulation for the Contract Summary Template.

4. Following the assessment of the comments submitted by interested parties regarding the Draft Regulation on the Contract Summary Template issued for public consultation, AKEP prepared the following documents:

a. “Regulation on Determining the Template of the Contract Summary to be Used by Providers of Public Electronic Communications Services”, constituting the final document following the public consultation process; and

b. “AKEP Position on the Comments of Interested Parties Regarding the Public Consultation of the Draft Regulation on the Contract Summary Template”, containing the comments submitted by interested parties during the public consultation process of the Draft Regulation, as well as AKEP’s positions regarding those comments.

5. The document “Regulation on Determining the Template of the Contract Summary to be Used by Providers of Public Electronic Communications Services”:

- establishes the Contract Summary Template, including:
 - o the relevant rules for the presentation of information/content; and
 - o the relevant mandatory instructions for its completion,

which shall be used by all providers of publicly available electronic communications services, except for transmission services used for the provision of machine-to-machine services, for the implementation of the legal obligations concerning the provision of end-users with the contract summary document pursuant to Article 141, paragraphs 5 and 6, of Law No. 54/2024;

- has been fully aligned, in both structure and content, with Commission Implementing Regulation (EU) 2019/2243;
- constitutes an important regulatory document prepared within the framework of AKEP’s drafting of the relevant secondary legislation necessary for the implementation of Law No. 54/2024; and
- from the perspective of legality, is in conformity with the legal provisions of Article 141, paragraphs 5 and 6, of Law No. 54/2024.

6. The document “Regulation on Determining the Template of the Contract Summary to be Used by Providers of Public Electronic Communications Services” constitutes an important element of the regulatory framework for the implementation of Law No.

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54/2024, enabling consumers/end-users to be provided by public electronic communications service providers with concise and easily comparable pre-contractual information regarding the main elements of the subscription contract, through the use of the Contract Summary Template drafted by AKEP in full compliance/alignment with the template applied in all EU Member States pursuant to Regulation (EU) 2019/2243.

FOR THESE REASONS:

Pursuant to Article 14, paragraph 1, and Article 15, paragraph 1, of Law No. 54/2024, the AKEP Steering Council,

DECIDED:

1. To approve:
 - a. the Regulation “On Determining the Template of the Contract Summary to be Used by Providers of Public Electronic Communications Services”, and
 - b. the “AKEP Position on the Comments of Interested Parties During the Public Consultation on the Draft Regulation on the Contract Summary Template”, according to the attached documents;
2. This Decision and the documents approved under point 1 thereof shall be published on AKEP’s official website: www.akep.al.

This Decision shall enter into force immediately.

Chairman	Member	Member	Member	Member
Gentian Sala	Edlira Dvorani	Bleron Dokle	Lorenc Bako	Armer Juka