



REPUBLIKA E SHQIPËRISË

**AUTHORITY FOR ELECTRONIC AND POSTAL COMMUNICATIONS
STEERING COUNCIL**

No. _____ prot.

Tirana, __.__. 2026

DECISION

No. 02, dated 02.02.2026

ON

**“APPROVAL OF THE REGULATION ON THE PROCEDURE FOR THE
IMPLEMENTATION OF NUMBER PORTABILITY”**

The Steering Council (SC) of the Authority for Electronic and Postal Communications (AKEP), with the participation of:

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 Authority for Electronic and Postal Communications”, approved by AKEP Steering Council Decision No. 7, dated 16.02.2017, as amended, reviewed the matter with the subject:

“Approval of the Regulation on the Procedure for the Implementation of Number Portability”

LEGAL BASIS:

1. Article 146 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:

Upon reviewing the written documentation consisting of the following:

1. “Regulation on the Procedure for the Implementation of Number Portability” “AKEP Position on the Comments of Interested Parties regarding the Public Consultation of the Draft Regulation on the Procedure for the Implementation of Number Portability”;
2. The formatted and reasoned draft decision;
3. The explanatory report accompanying the draft decision;

as well as the discussions held during the meeting on the matter, and referring to the above-mentioned legal basis,

NOTES THAT:

1. By Decision No. 7, dated 12.06.2025, the AKEP Steering Council approved for public consultation the document “Draft Regulation on the Procedure for the Implementation of Number Portability”. 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 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 referred to as the EECC), and contains several new provisions regarding the rights of end-users and the obligations of undertakings related to number portability, which were not part of Law No. 9918/2008 or the existing secondary legislation framework (Regulation No. 43/2016 “On the Procedure for the Implementation of Number Portability”), including:
 - The provisions in paragraphs 1–3 of Article 145 concerning the switching of internet access service providers, aimed at ensuring the continuity of the provision of this service for the end-user in cases of switching service providers, so that this process is completed within the shortest possible period of time and any interruption of service for the end-user during this process does not exceed one working day;
 - The provisions in paragraph 5 of Article 145, according to which an end-user retains the right to port the number to another provider for at least one month from the date of termination of the existing contract with the donor operator/provider, unless the end-user waives this right;
 - The provisions in paragraph 12 of Article 145 regarding obligations related to the porting process and to operators of access networks or their facilities used by the donor or recipient provider, or by both jointly, which are applicable in cases where undertakings provide voice communication services using the network of another operator/undertaking. These provisions may apply in cases involving MVNOs for mobile services (where the MVNO uses the MNO’s access network) or providers of fixed telephony services through the access network of another fixed operator/undertaking, with or without obligations related to FTTN for LLU (local loop unbundling);

¹ Adress: St. “Reshit Çollaku”, Tirana Phone : + 355 4 2259 571 Fax: + 355 4 2259 106 www.akep.al, info@akep.al

- The provisions in paragraph 15 of Article 145 concerning the obligations of the donor operator/transferring provider to reimburse, upon request, consumers for their remaining or unused credit related to the use of prepaid services;
 - The provisions in paragraph 17 of Article 145, and paragraphs 1/c/ii and 1/c/iii of Article 180 of Law No. 54/2024, concerning the subscriber's right to be informed about portability and compensation rights, as well as the information that must be included in the service/subscription contract regarding the subscriber's right to compensation and reimbursement in cases of delays or abuses during the service provider switching process, including information on the relevant procedures, as well as reimbursement of remaining credit for prepaid services.
3. The public consultation document "Draft Regulation on the Procedure for the Implementation of Number Portability" contained AKEP's proposal for the new number portability regulation, which will replace the current portability regulation (Regulation No. 43/2016), with the aim of reflecting the new legal provisions related to number portability referred to above, as well as addressing the issues identified in recent years regarding refusals of mobile number portability requests.
 4. The document "Draft Regulation on the Procedure for the Implementation of Number Portability", approved by Steering Council Decision No. 7, dated 12.06.2025, was published on AKEP's official website on 18.06.2025, and the public consultation period ended on 18.07.2025. At the conclusion of the public consultation process, the following interested parties submitted comments to AKEP:
 - The undertaking One Albania sh.a., through letter No. 1654 Prot., dated 17.07.2025 (AKEP Ref.: No. 1146 Prot., dated 17.07.2025);
 - The undertaking Vodafone Albania sh.a., through letter reference LEA/055/LR.EM.EK, dated 18.07.2025 (AKEP Ref.: No. 1146/1 Prot., dated 18.07.2025).

Following the conclusion of the consultation process, AKEP held two meetings on 12.09.2025 and 16.12.2025 with the purpose of discussing and clarifying the proposed amendments to the regulation and the comments submitted by interested parties, including technical and operational aspects with the two mobile operators, as well as with the operator of the CRDB (Central Reference Database for Number Portability).

5. Assembly of the Republic of Albania, through the Resolution on the evaluation of AKEP's activity for the year 2024, recommended that AKEP, during 2025, inter alia: (3) take the necessary measures to review the Regulation "On the Procedure for the Implementation of Number Portability", also based on the new legal provisions of Law No. 54/2024 related to this process, in order to enable the improvement of the porting process by ensuring that it is simple, effective, and protective of end-users' rights.
6. Following the assessment of the comments submitted by interested parties and the meetings held after the public consultation on the document "Draft Regulation on the Procedure for the Implementation of Number Portability", AKEP prepared the following documents:
 - "Regulation on the Procedure for the Implementation of Number Portability", constituting the final document following the public consultation process; and
 - "AKEP Position on the Comments of Interested Parties regarding the Public Consultation of the Draft Regulation on the Procedure for the Implementation of Number Portability", containing the comments of interested parties submitted

during the public consultation process of the Draft Regulation, as well as AKEP's positions regarding those comments.

7. The document "Regulation on the Procedure for the Implementation of Number Portability":
 - is an important regulatory document prepared by AKEP within the framework of drafting the relevant secondary legislation necessary for the implementation of Law No. 54/2024;
 - has been prepared following the public consultation process, taking into consideration the comments of interested parties;
 - reflects the new provisions of Law No. 54/2024 (Article 145), as well as the recommendations of the Resolution of the Assembly of the Republic of Albania concerning AKEP in relation to number portability;
 - from the perspective of legality, is in compliance with the legal provisions of Articles 126, 145 and 146 of Law No. 54/2024.
8. The document "Regulation on the Procedure for the Implementation of Number Portability" constitutes an important element of the regulatory framework for the implementation of Law No. 54/2024, enabling better protection of consumers/end-users of public telephone/electronic communication services through the improvement of the portability process, in order to ensure a simple and effective number portability process, as well as a more competitive market environment among operators.

FOR THESE REASONS:

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

DECIDED:

1. To approve
 - a. the Regulation "On the Procedure for the Implementation of Number Portability", and
 - b. "AKEP Position on the Comments of Interested Parties during the Public Consultation on the Draft Regulation on the Procedure for the Implementation of Number Portability", according to the attached documents.
2. This Decision and the documents approved under point 1 herein shall be published on AKEP's official website: www.akep.al
3. 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 Bleron Dokle Lorenc Bako Armer Juka