REPUBLIKA E SHQIPËRISË

ELECTRONIC AND POSTAL COMMUNICATIONS AUTHORITY
STEERING COUNCIL

Ref. No. _____, Tirana, ___.__.2026

D E C I S I O N

No. 28, dated 6 November 2026

ON
APPROVAL FOR PUBLIC CONSULTATION OF THE DRAFT REGULATION "ON QUALITYOF SERVICE INDICATORS"

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

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

And Secretary Ms Dania Nallbani , at its meeting held on 6 November 2026, in accordance with the procedure established by Law No. 54/2024 "On Electronic Communications in the Republic of Albania", Law No. 8480, dated 27 May 1999, "On the Functioning of Collegial Bodies of the State Administration and Public Entities", and the Internal Regulation on the Organisation and Functioning of the Electronic and Postal Communications Authority (AKEP), approved by Decision No. 11, dated 31 March 2026, of the AKEP Steering Council, upon the proposal of the Directorate for the Administration and Management of Scarce Resources, considered the following matter:

- Approval for public consultation of the draft regulation "On Quality of Service Indicators"

LEGAL BASIS:

1. Article 143 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 December 2021, of the AKEP Steering Council.

T H E STEERING COUNCIL:

Having examined the written documentation comprising the following:

1. The document submitted for approval for public consultation: the draft regulation "On Quality of Service Indicators";

2. The explanatory report accompanying the draft decision;
3. The reasoned draft decision,

and having considered the discussions on the matter at the meeting, with reference to the legal basis cited above,

N O T E S:

1. Pursuant to Article 143 of Law No. 54/2024, AKEP determines the quality of service parameters, including the relevant parameters for end - users with disabilities, the applicable measurement methods, the content and format of the information to be published, as well as quality certification mechanisms, based on European best practices and national and international standards.
2. Pursuant to Article 143 of Law No. 54/2024, AKEP has prepared the document "On Quality of Service Indicators", which will be subject to public consultation with interested parties. The draft regulation establishes the methodology for measuring quality indicators for interpersonal communications services, internet access services, public mobile network performance and end-user care services, as well as the procedures for monitoring, verifying, reporting and publishing those indicators. It also establishes undertakings obligations to measure, manage and report quality of service indicators, together with AKEP's powers to supervise and monitor compliance with those obligations.
3. The public consultation document, the draft *regulation* "On Quality of Service Indicators", complies with the legal provisions of Article 143 and the open internet provisions of Law No. 54/2024. The quality of service indicators and their measurement methodologies are also based on ETSI and 3GPP technical specifications, ITU recommendations, IETF technical documents and BEREC guidelines, ensuring consistency with the standards applied by regulatory authorities in European Union Member States.
4. Pursuant to Articles 44 and 45 of Law No. 54/2024 and the Regulation "On Notification and Public Consultation Procedures", approved by Decision No. 21, dated 7 December 2021, of the AKEP Steering Council, the document approved by this Decision shall be submitted for public consultation to obtain the views of interested parties.

F O R T H E S E R E A S O N S:

Pursuant to Article 14(1) and Article 15(1) of Law No. 54/2024 "On Electronic Communications in the Republic of Albania" and Law No. 8480, dated 27 May 1999, "On the Functioning of Collegial Bodies of the State Administration and Public Entities", the AKEP Steering Council,

D E C I D E D:

1. To approve the draft regulation "On Quality of Service Indicators" for public consultation.
2. The public consultation procedure should be conducted for a period of 30 days from the date of publication of the document in accordance with point 3 of this Decision.
3. This Decision and the public consultation document, the draft regulation "On Quality of Service Indicators", shall be published on the website www.akep.al.
4. The AKEP administration shall be responsible for following up on and implementing this Decision.

This Decision shall enter into force immediately.

Chairman	**Member**	**Member**	**Member**	**Member**
Gentian Sala	**Edlira Dvorani**	**Armer Juka**	**Bleron Dokle**	**Diana Dervishi**