REPUBLIKA E SHQIPËRISË

ELECTRONIC AND POSTAL COMMUNICATIONS AUTHORITY
STEERING COUNCIL

No. _____ Prot. Tirana, ___.___.2026

DECISION

No. 20, dated 29.10.2026

ON

THE APPROVAL OF THE REGULATION "ON THE PROTECTION OF CONSUMERS AND SUBSCRIBERS 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.	**Armer Juka**	**Member**
Mr.	**Bleron Dokle**	**Member**
Ms.	**Diana Dervishi**	**Member**

and Ms. Dania Nallbani, acting as Secretary, at its meeting held on 29.10.2026, in accordance with the procedure established by Law No. 54/2024 "On Electronic Communications in the Republic of Albania", Law No. 8480, dated 27.05.1999, "On the Functioning of Collegial Bodies of State Administration and Public Entities", and the Internal Regulation on the Organization and Functioning of the Electronic and Postal Communications Authority (AKEP), approved by AKEP Steering Council Decision No. 11, dated 31.03.2026, upon the proposal of the Directorate of Consumer Protection, Statistics and Inspection, examined the matter concerning:

- The approval of the Regulation "On the Protection of Consumers and Subscribers of Public Electronic Communications Services".

LEGAL BASIS:

1. Article 46 and Chapter XVIII of Law No. 54/2024 "On Electronic Communications in the Republic of Albania".

THE STEERING COUNCIL:

Having examined the documentary file consisting of:

1. Regulation "On the Protection of Consumers and Subscribers of Public Electronic Communications Services";
2. AKEP's Position on the Comments of Interested Parties Following the Public Consultation on the Draft Regulation "On the Protection of Consumers and Subscribers of Public Electronic Communications Services";

2. The duly prepared and reasoned Draft Decision;
3. The Explanatory Report accompanying the Draft Decision;

NOTES THAT:

1. By Decision No. 14, dated 28.04.2026, the AKEP Steering Council approved for public consultation the document entitled "Draft Regulation on the Protection of Consumers and Subscribers of Public Electronic Communications Services".

2. The Draft Regulation was prepared by AKEP as part of the development of new secondary legislation for the implementation by undertakings of the obligations arising from Law No. 54/2024 "On Electronic Communications in the Republic of Albania". It contains a number of new provisions concerning the rights of end-users of electronic communications services, particularly subscribers who are consumers, and the obligations of undertakings in their relations with subscribers throughout the entire service provision cycle and contractual relationship between the parties.

3. The Draft Regulation "On the Protection of Consumers and Subscribers of Public Electronic Communications Services" was published on AKEP's official website on 28.04.2026, and the public consultation period ended on 28.05.2026.

4. Following the public consultation process conducted by AKEP, comments were submitted by the following interested parties:

- One Albania sh.a.**,** by letter No. 1147 Prot., dated 15.06.2026, registered with AKEP under No. 1434 Prot., dated 16.06.2026;

- Vodafone Albania sh.a.**,** by letter Ref. LEA/047/LR/E.M, dated 15.06.2026, registered with AKEP under No. 1434/1 Prot., dated 22.06.2026;

- The Association "Electronic Communications in Fixed Networks" (KOEFL)**,** by letter dated 28.05.2026, registered with AKEP under No. 1303 Prot., dated 01.06.2026.

5. Subsequently, AKEP held two meetings with interested parties: on 23.06.2026 with the KOEFL Association, and on 08.07.2026 with the undertakings One Albania sh.a. and Vodafone Albania sh.a., during which the proposed amendments to the Draft Regulation and the comments submitted by interested parties were discussed.

Following these meetings, the interested parties submitted additional comments and suggestions electronically, namely the KOEFL Association on 24.06.2026, One Albania

sh.a. on 09.07.2026, and Vodafone Albania sh.a. on 20.07.2026. These comments and suggestions were included and addressed in the document "AKEP's Position on the Comments of Interested Parties Following the Public Consultation".

6. Following the assessment of the comments submitted by interested parties and the meetings held with them, AKEP prepared the following documents:

- Draft Regulation "On the Protection of Consumers and Subscribers of Public Electronic Communications Services";
- AKEP's Position on the Comments of Interested Parties Following the Public Consultation, including a summary of the main amendments made and the new provisions introduced in the Regulation.

7. The Draft Regulation "On the Protection of Consumers and Subscribers of Public Electronic Communications Services":

a. Establishes detailed rules for the implementation of the requirements of Law No. 54/2024 concerning pre-contractual information, transparency of tariffs and conditions for the provision of services, contractual relations between undertakings and subscribers, expenditure control, prepaid services, user registration, protection of end-users with disabilities, as well as complaint handling and dispute resolution.
b. Strengthens consumer protection and transparency in contractual relations by providing, inter alia, clearer requirements regarding pre-contractual information and contractual documentation, the specification in monetary amounts of anticipated changes to monthly tariffs during the contractual commitment period, minimum validity periods for top-ups of prepaid mobile services, requirements for notifying and informing subscribers throughout the entire contractual relationship, including the expiry of the contractual commitment period and information on more suitable tariff plans, as well as improvements to registration procedures and electronic communication with end-users.
c. Complements the new regulatory framework approved by AKEP for the implementation of Law No. 54/2024, in particular:

- Regulation "On the Contract Summary Template to Be Used by Providers of Public Electronic Communications Services", approved by Steering Council Decision No. 1, dated 02.02.2026;
- Regulation "On the Implementation of Number Portability", approved by Steering Council Decision No. 2, dated 02.02.2026;
- Guidelines "On the Implementation of Open Internet Rules", approved by Steering Council Decision No. 16, dated 08.06.2026.

d. Consolidates into a single regulatory act the requirements previously established in several acts, including:

- Regulation No. 49/2021 "On the Protection of Consumers and Subscribers of Public Electronic Communications Services", as amended;
- Regulation No. 27, dated 21.09.2012, "On the Publication of Information on Tariffs and the Conditions of Access to and Use of Public Electronic Communications Services";

- AKEP Decisions concerning user registration forms, adapting them to the requirements of Law No. 54/2024 and technological developments.

e. Has been drafted taking into consideration the regulatory practices of EU countries and BEREC in the field of consumer and end-user protection in electronic communications services.
f. From a legal perspective, complies with the provisions of Article 46 and Chapter XVIII of Law No. 54/2024.

8. The Regulation "On the Protection of Consumers and Subscribers of Public Electronic Communications Services" constitutes an important element of the regulatory framework for the implementation of Law No. 54/2024, enabling improved protection of consumers and end-users of public electronic communications services through strengthened transparency and information requirements, a clearer definition of the rights and obligations of the parties in contractual relations, and improved mechanisms for the protection and effective exercise of end-users' rights.

FOR THESE REASONS:

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 27.05.1999, "On the Functioning of Collegial Bodies of State Administration and Public Entities", the AKEP Steering Council,

DECIDES:

1. To approve the Regulation "On the Protection of Consumers and Subscribers of Public Electronic Communications Services", as well as AKEP's Position on the Comments of Interested Parties, in accordance with the attached documents.
2. This Decision and the documents approved under point 1 shall be published on the official website of AKEP.
3. The AKEP administration is entrusted with 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**