

2001
2021



AKOS

AGENCIJA ZA KOMUNIKACIJSKA
OMREŽJA IN STORITVE
REPUBLIKE SLOVENIJE



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1 THE FIRST 20 YEARST

The Agency for Communication Networks and Services of the Republic of Slovenia is celebrating its 20th birthday this year. On 21 July 2001 the decision of the Government of the Republic of Slovenia came into effect on the establishment of the first autonomous and independent agency in charge for regulating and supervising the telecommunications market and for regulating and supervising the radio frequency spectrum of the Republic of Slovenia. Up until that point these were under the authority of various administrations within ministries. The legal predecessor of the current Agency was named the Agency for Telecommunications and Broadcasting of the Republic of Slovenia, and was formed through the merger of the Administration for Telecommunications of the Republic of Slovenia (URST) and the former Broadcasting Council (SRDF).

The arrival of the 21st century was also the advent of the digital age. The turn of the century was marked by the accelerated development of information and communication technologies (ICT). In the 1990s the European Union was the leader in mobile communications, and Slovenia, then a candidate member to join the EU, was not far behind in this field. The former Administration for Telecommunications (URST), the Agency's predecessor, issued the first licenses for GSM/2G in the 900 MHz band, which marks the start of mobile telephony in Slovenia. The first Slovenian operator to commercially launch mobile telephone services was Mobitel, now Telekom Slovenije. The rapid development of ICT also necessitated appropriate regulation and the abolition of the

legacy "PTT monopolies" in Europe. Independent regulators of electronic communications were urgently needed.

Even though the Agency has been operating as an autonomous and independent body for 20 years, its roots reach back 44 years. In the summer of 1977, the Federal Administration for Radio Connections activated its first radio monitoring station in Slovenia, in Jerusalem. The start of monitoring the radio frequency spectrum was also the start of the development of one of the Agency's core areas of operations today. Most likely nobody in 1977 could have anticipated the scope of the development that electronic communications were to make in the next 40 years.

In 1977, 20 years after the launch of television broadcasting in Slovenia, a new technology was making strides – colour television. The first shows in colour were broadcast on TV Koper – Capodistria in the early 1970s, and in 1978 those with a colour television set could watch the first TV news show in colour.

Today it is difficult to even imagine a life without modern communication devices (smartphones, tablets, notebook computers, gaming consoles, multimedia players, etc.) and services (email, mobile telephony, data transfer, e-banking, etc.). Modern communication technologies and services are an engine of growth, and also the key catalyst for growth in other industries of an increasingly digitised economy. The convergence of services is not only happening between neighbouring industries, such as telecommunications and electronic media, but also between those that did not seem to have a lot in common back in the day. Let's take for example postal services and the textile industry, which have formed a symbiosis since the advent of online shopping.

The Agency has also had to adapt to technological development, as it coordinated or participated in numerous projects that were essential for Slovenia, such as, for example the introduction of new mobile technologies (3G/UMTS, 4G/LTE,

5G), the introduction and implementation of the universal service in electronic communications and postal services, protecting the rights of end users, the digitalisation of television and radio broadcasting, liberalisation of postal services, encouraging infrastructure investments, ensuring cybersecurity, and many others, all of which are presented in more detail below (chapter 4).

Throughout the years, the Agency gained new responsibilities and completely new areas of work. When it was established in 2001, the Agency had authority for regulating and supervising telecommunications and radio frequency spectrum management, which at that time also included the supervision of electronic media. The very next year the Agency also became the regulatory body for postal services. By 2011 it already had authority for regulating the above areas, which were growing due to rapid technological development, and in August of that year the Agency obtained a mandate for regulating services in cargo and passenger railway traffic.

If the Agency was mostly focused on radio frequency management issues (which included electronic media supervision), and preparing to begin sectoral regulation of relevant markets in telecommunications when it was established in 2001, it is now focused on a broad range of top-

ics across five sectors, with the expeditious expansion of telecommunications having resulted in renaming the field into electronic communications. Today the Agency regulates and supervises 5 core areas: electronic communications, the radio frequency spectrum, electronic media, postal services, and railway traffic. It is one of the biggest regulators in Slovenia. The number of sectors it covers and the scope of its authority also posit it among the top EU regulating agencies.

Since it was founded, the Agency has enthusiastically contributed towards the establishment of new, technologically advanced networks (both telecommunications and radio broadcasting), and many of them also had to be retired, as they gradually fell out of vogue or becoming technologically outdated. Nowadays the name AKOS is mentioned alongside nearly every important topic, such as: ensuring connectivity, cybersecurity, encouraging investments, 5G, digital radio, parcel transport and delivery, railway services competition, electronic media, audiovisual media service, and digital platform regulation, care for end users, including disabled, and last but not least, privacy.

Continued digitisation presents new challenges for the Agency. The main technological breakthrough can be expected in broadband mobile

electronic communication, as together with 5G it forms the future technological platform. It is expected to accelerate the development of “smart” technologies and become the engine of industry automation (so-called Industry 4.0), automated traffic, smart cities, the smart home, smart buildings, and similar. Upcoming changes create the opportunity for grand ambitions for the Agency and the whole society, while on the other hand they also bring traps and dangers. Regulation will have to be open for change, while also effective, responsible, and knowledge-based.

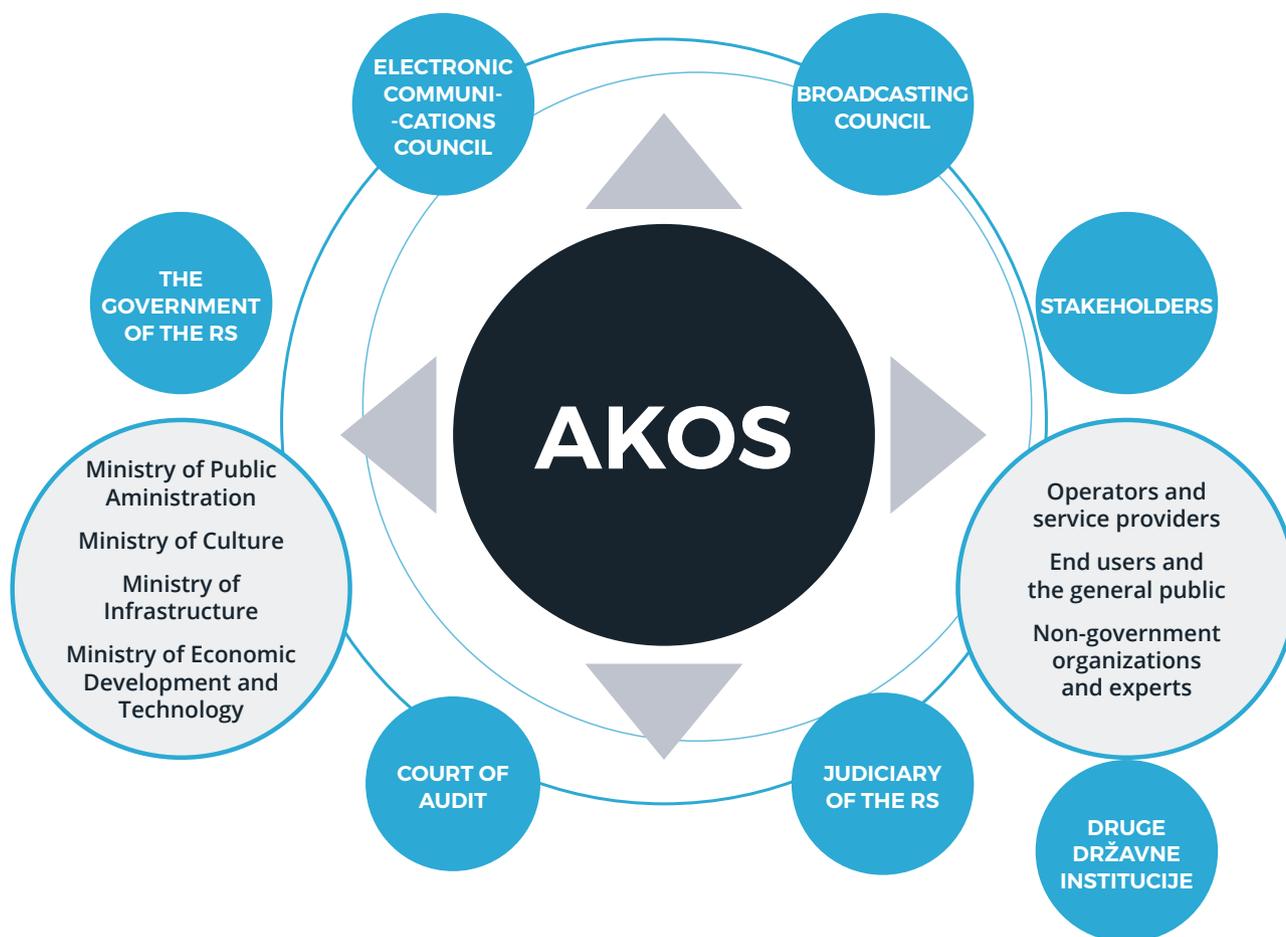
In professional circles the Agency is recognised as a highly competent, reliable, and cooperative partner both at the national and international level. And lest we forget the most important fact: any Agency is good because of its employees. The Agency currently employs 104 people, most of them highly qualified experts in technology, markets, and law. The Agency’s achievements are the culmination of all their work. However, these achievements are also an obligation and an encouragement for future work.

2 THE AGENCY TODAY

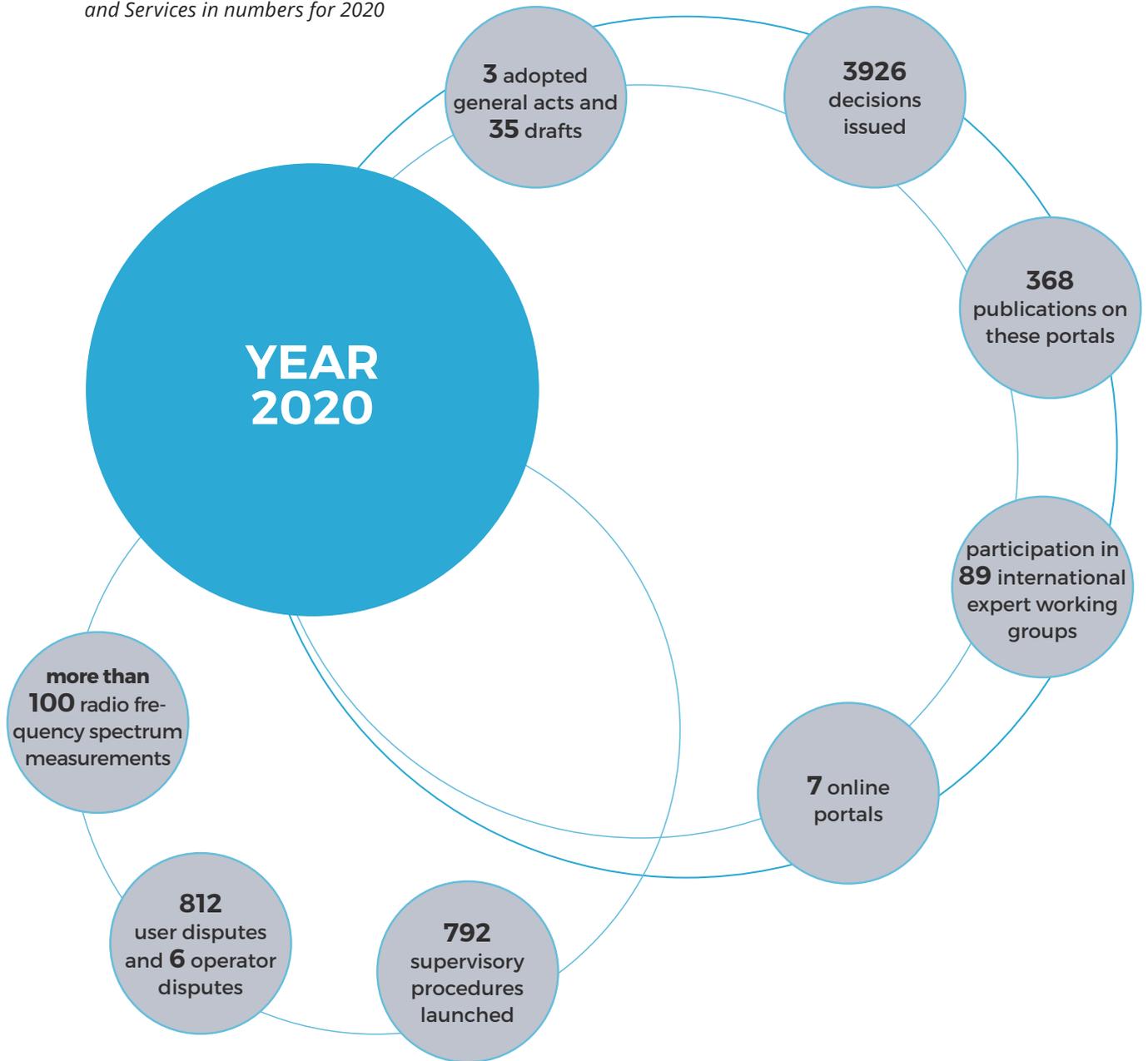
The Agency for Communication Networks and Services of the Republic of Slovenia is an independent regulatory body that regulates and supervises the electronic communications market, performs tasks related to radio and television, and regulates and supervises postal services and railway traffic in Slovenia.

It is competent for implementing public policy, gathering information on relevant markets, supervision, issuing sanctions, and resolving disputes in said areas. The acts it issues are final and may be challenged only before a court. It is financed through fees paid by providers, holders of licenses for frequencies and the numbering space, providers of postal and railway services, and providers of TV and video on demand services (VOD).

The Agency strives to improve the system of administration with the goal of performing its tasks successfully, effectively, and in accordance with valid legislation. With the introduction of online services and by opening public databases from various resources the Agency aims to provide citizens the fastest and easiest access to information possible, as well as to simplify and automate the Agency's procedures with them. The Agency ensures transparency and public operations through collaboration with the public (carriers and service providers, end users, the general public, and non-governmental organisations), the Electronic Communications Council, the Broadcasting Council, state bodies, and the courts. Depending on its field of work, the Agency has 4 line ministries: Ministry of Public Administration, Ministry of Culture, Ministry of Infrastructure, and Ministry of Economic Development and Technology.



In accordance with its strategic objectives the Agency undertakes to ensure the accessibility and high quality of universal services to all residents of Slovenia at affordable prices and regardless of their geographic location, effective competition in the market, and competitiveness among service providers. The Agency ensures and supervises the efficient utilization of the radio frequency spectrum and numbering space, as well as the just and equitable access to public railway infrastructure. It is also committed to ensuring equal conditions for all radio and television publishers, as well as providers of other audiovisual content, along with ensuring the operation of electronic communications and the use of the radio frequency spectrum for providing services in times of extraordinary circumstances.



2.1 MISSION

The Agency's mission is to ensure the effective development of communications networks and services that benefit the residents and businesses of the Republic of Slovenia, to encourage competition, ensure equitable operation of the operators of electronic communications network and services, postal service providers, and transport services providers in the railway system, to ensure universal service, to manage the radio spectrum and numbering space, to regulate the content of radio and television programming and on demand audiovisual media services, and to protect user rights. In the execution of its mission the Agency follows all legislation and implementation acts, while also collaborating in the development of new approaches and changes to legislation, care for transferring best practices, and providing professional support and notifications to the relevant ministries if it finds any needs for adjusting the current regulations and systems under its authority.

2.2 VISION

The Agency's vision is to be a proactive and future-oriented regulator with experts with high ethical standards whose regulatory actions engage the development of communications networks and services that benefit the residents and businesses of the Republic of Slovenia, to

encourage competition, ensure equitable operation of the operators of electronic communications network and services, postal service providers, and transport services providers in the railway system, to ensure universal service, to manage the radio spectrum and numbering space, to regulate the content of radio and television programming and on demand audiovisual media services, and to protect user rights. The Agency strives to be recognizable at the national and international level as an independent and professional authority that performs its tasks legally, transparently, and effectively for the benefit of the citizens of the Republic of Slovenia.

2.3 VALUES EFFECTIVENESS

The Agency ensures that its operations are effective by being proactive, by motivating service providers to act more responsibly on the market, and by empowering users to be more deliberate and informed when making decisions and using services, by promptly resolving applications and avoiding unnecessary administrative burdens, by automating simple and repetitive procedures, with IT support to data collection, by utilising legally-permitted methods for quick communication with participants in a procedure, taking steps to achieve a settlement between parties in dispute, by knowing and understanding markets,

with the ability to forecast and prevent some events that demand regulatory action, and by developing simpler and more responsive regulatory procedures. The Agency also always strives to improve its goal-management system with the objective of performing its tasks effectively, providing high-quality results, and in accordance with valid legislation.

TRANSPARENCY

The Agency ensures its operation is transparent and public in accordance with its Articles of Association, with relevant laws, and regulations regarding the operations of public administration, and by ensuring that natural and legal persons can exercise their constitutional right for obtaining public information. Striving for transparency is one of the Agency's strategic guidelines. The Agency publishes information on its websites and in the Official Gazette of the Republic of Slovenia, and provides them per request. In accordance with the Public Information Access Act and the Media Act, the Agency promptly responds to requests for public information and questions from reporters. It strives to provide responses to public information access requests within the prescribed deadline of twenty business days, and to journalists' questions within seven business days. The Agency reports user inputs on the Agency's operations and any potential improvements in its Annual Report. Along with the Annual

Report, the Agency also prepares and publishes annual, semi-annual and quarterly reports on the state of the markets and the Agency's operations across different fields. When adopting general acts and ex-ante regulatory measures impacting the market the Agency ensures public participation by publishing draft documents before they are adopted on its website, inviting interested parties to submit written comments, proposals, and opinions. The Agency takes a position on the received proposals, and publishes how it plans to take them into account. The Agency also collaborates with interested parties through other types of consultations and workshops in different phases of preparing positions on individual issues and through regular notifications on its website on current topics and activities across all of its areas of operation. The Agency strives to ensure simple and fast access to public data it collects by upgrading and developing its portals.

INDEPENDENCE

The Agency is an independent regulatory body not financed from the budget of the Republic of Slovenia, but from the direct payments of its users. The Agency is also not part of the staffing plan for entities governed by public law. The European legal order across all areas of the Agency's operation requires national regulators responsible for ex-ante market regulation to be independent financially and in terms of human

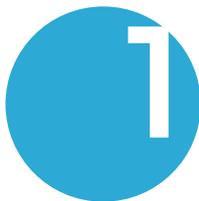
resources. Along with legal bases, independent management of human and financial resources is an essential condition for timely, effective, and professional realisation of the tasks that the Agency is responsible for. The Agency's independence also means that the Agency's expert decisions must be independent; however, that does not mean that customers in the Agency's procedures lack legal protection. An administrative dispute may be filed against decisions and other individual acts issued by the Agency before the Administrative Court of the Republic of Slovenia.

KNOWLEDGE

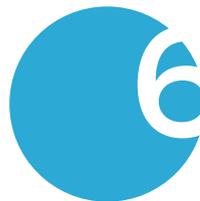
In order for a regulatory body to remain properly in touch with the trends and expertise of a developmentally intensive and competitive industry, the Agency systematically develops its human resource potentials, while striving to fill any missing expertise by employing key experts, among other things through additional professional and specialist education and training, and

by strengthening their range of soft skills. Employees must regularly follow the activities on the market, offers from market players, and the subject of new services, as well as new technological and business solutions. The Agency holds both group and individual courses and trainings for its employees, and where appropriate, also makes them available to participants on the market and experts. By utilising knowledge market dynamics, the Agency strives to contribute towards their sustainable development, legal protections, effective competition, and investment encouragements, and strives to make it easier for end users and the industry to reach decisions. Along with holding collective expert training modules and soft skill programmes, the Agency also continues developing its employees' individual competencies. It also ensures new employees are trained to begin participating in work processes as soon as possible, contributing to the Agency's ability to justify the high expectations that the public has of the Agency and its regulatory role.

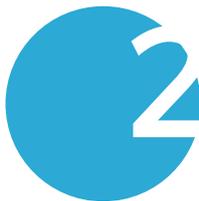
2.4 STRATEGIC GOALS



Effective regulation and market supervision for providing effective competition and high-quality services at appropriate prices, and encouraging new services and technologies for a higher quality of life.



In-depth knowledge of the state of all the markets under the Agency's authority and the key challenges they are facing, and promptly adopting measures, providing proposals and giving warnings.



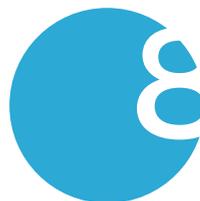
Effective management and supervision of the radio frequency spectrum and the numbering space of the Republic of Slovenia.



Contributing to the creation of public (national) policies across all the areas under the Agency's authority.



Ensuring the operation of electronic communications and networks for providing services during emergency situations and protecting the state's national interests.



A visible role among European regulatory bodies across all areas under the Agency's authority.



Ensuring access to universal services to all residents of Slovenia at affordable prices, regardless of their geographic location, and the protection of vulnerable groups of users.



Legal, public and transparent operations and successful and effective operation with a flexible organisation and highly qualified and motivated colleagues.



Protecting the interests of viewers and listeners of television and radio services, and users of services, including privacy protection and confidentiality of electronic communications.

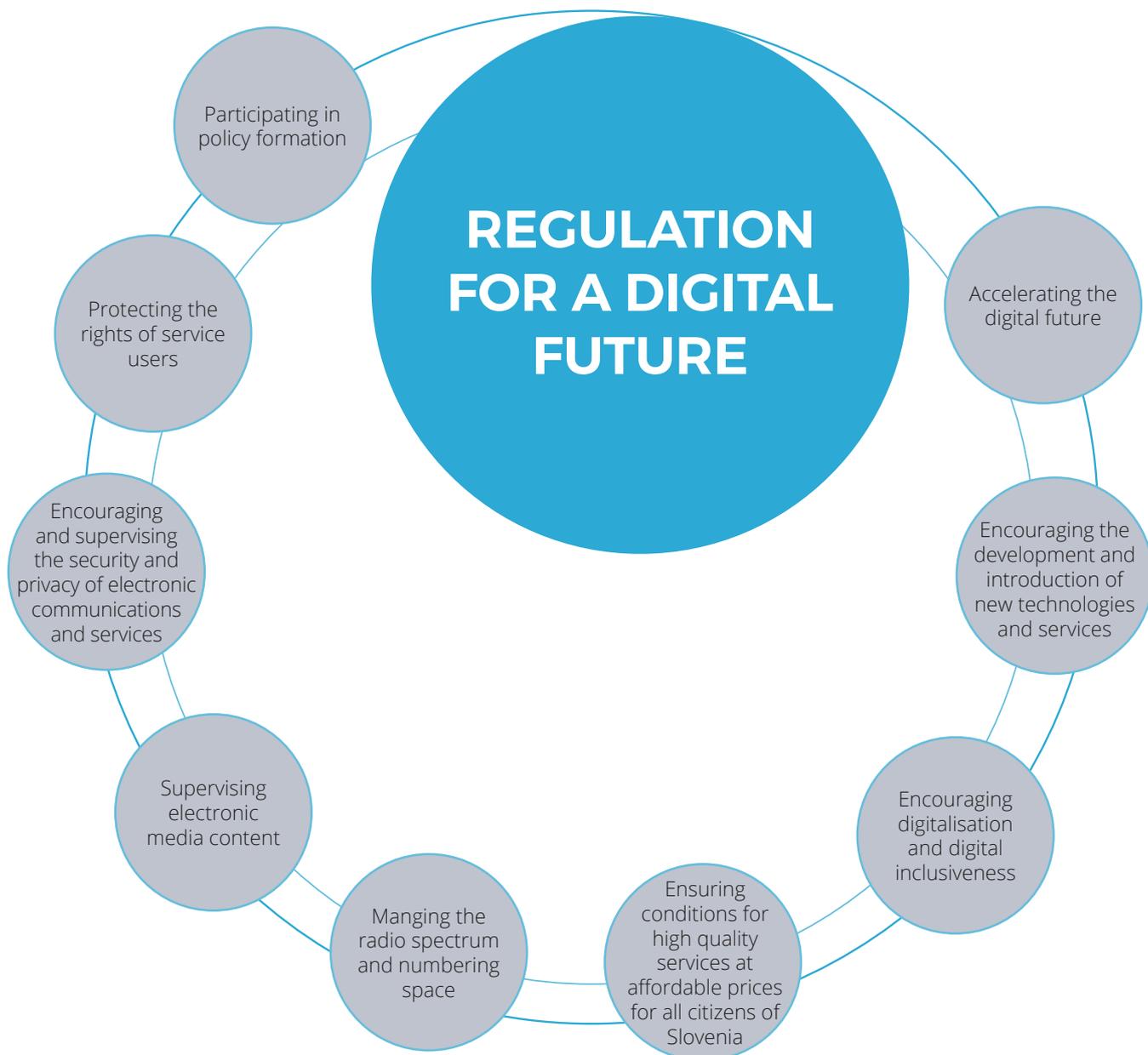


Improved recognition and prominence and public trust.

2.5 ORGANISATION AND AREAS OF OPERATION

The Agency's Director and Council form the Agency's main bodies; individual areas are covered by sectors for: regulating telecommunications, managing the radio frequency spectrum, electronic media, regulating the railway services market, regulating and supervising the postal services market, economic analyses, measuring and supervising the radio frequency spectrum, supervising providers, monitoring infrastructure investments, legal affairs, and supporting activities. The Agency's authority covers five core areas (electronic communications, electronic media, radio spectrum, postal services and railway services) where the Agency performs its numerous tasks.





2.6 THE AGENCY'S COOPERATION WITH NATIONAL AND FOREIGN INSTITUTIONS

The Agency cooperates with various stakeholders across all of its areas of operation. It has concluded partnerships and memoranda on cooperation and mutual support with numerous organisations:

- Academic and Research Network of Slovenia (ARNES)
- The Energy Agency (AGEN)
- Bank of Slovenia (BS)
- Časoris
- European Association for Viewer Interest (EAVI)
- The Faculty of Social Sciences (FDV), University of Ljubljana, with its project Centre for a Safer Internet, which includes the Safe.si and Spletno Oko projects
- Faculty of Electrical Engineering (FE), University of Ljubljana
- Faculty of Electrical Engineering and Computer Science (FERI), University of Maribor
- Faculty of Media with its project medijska.pismenost.si
- Information Commissioner (IP)
- Institute for Corporate Security Studies (ICS)
- The Slovenian Competition Protection Agency (AVK)
- The Civil Aviation Agency (CAA)
- Public Agency of the Republic of Slovenia for Railway Transport
- The SI-CERT National Response Centre for Cybersecurity
- Slovenian Standardization Institute (SIST)
- Statistical Office of the Republic of Slovenia (SURS)
- Market Inspectorate of the Republic of Slovenia (TIRS)
- Office of the Government of Slovenia for Information Security (URSIV)

- Ombudsman of the Rights of Viewers and Listeners of RTV Slovenija
- Nora Institute, Center for Modern Addictions – LOGOUT
- Electronic Communications Council (SEK)
- Broadcasting Council (SRDF)

The Agency is a member or participant in the following international bodies and regulatory groups:

- Body of European Regulators of Electronic Communications (BEREC)
- European Regulators Group for Audiovisual Media Services (ERGA)
- European Regulators Group for Postal Services (ERGP)
- Independent Regulators' Group – Rail (IRG-Rail)
- Radio Spectrum Policy Group (RSPG)
- European Commission
- European Union Agency for Cybersecurity (ENISA)
- European Mediterranean Regulators Group (EMERG)
- European Network of Rail Regulatory Bodies (ENRRB)
- European Platform of Regulatory Authorities (EPRA)
- International Telecommunications Union (ITU)
- Universal Postal Union (UPU) European Emergency Number Association (EENA)
- European Conference of Postal and Telecommunications Administrations (CEPT)
- The Organisation for Economic Co-operation and Development (OECD)
- Central European Regulatory Forum (CERF)
- Independent Regulators Group (IRG)

3 THE FOUNDATION AND THE EVOLUTION OF THE AGENCY

The legal predecessor Agency for Communication Networks and Services of the Republic of Slovenia was founded on 21 July 2001. Through the merger of the Administration for Telecommunications of the Republic of Slovenia (URST) and the Broadcasting Council (SRDF) a new independent and autonomous Agency for Telecommunications and Broadcasting of the RS (ATR) was founded.



The first radio monitoring station

1977

RADIO MONITORING STATION IN JERUZALEM

However, the Agency's beginnings stretch back to 1977, when the former Federal Administration for Radio Links (SURV) set up the first radio monitoring station in Slovenia in the township of Jeruzalem. The construction for the monitoring station on top of Jeruzalem hills started in 1976, and it became operational in the following summer. On 1 February 1977 the first person was employed to manage it. His name was Zvonimir Makoves, and he was an electrical engineer tasked to set up the monitoring station, its antennae tower, and to purchase the appropriate measurement equipment, and begin monitoring radio frequency spectrum in Slovenia and other nearby parts of the former country.

1991

REPUBLIC ADMINISTRATION FOR TELECOMMUNICATIONS (RUT)

The Constitutional Act Implementing the Basic Constitutional Charter on the Independence and Sovereignty of the Republic of Slovenia, adopted on 25 June 1991 and coming into effect on the same day, established the Republic Administration for Telecommunications (RUT) as one of the core institutions of the newly independent country. It operated in the scope of the former Ministry of Traffic and Connections. RUT's main authority related to the areas of management and supervision of the radio frequency spectrum and telecommunications systems and equipment, and regulating telecommunication services.

1994

ADMINISTRATION FOR TELECOMMU- NICATIONS OF THE REPUBLIC OF SLOVENIA (URST)

The Republic Administration for Telecommunications was renamed into the Administration for Telecommunications of the Republic of Slovenia (URST) in 1994, while retaining the previous scope, authority and organisation. URST still operated as part of the Ministry.

2001

AGENCY FOR TELECOMMUNICATIONS AND BROADCASTING OF THE REPUBLIC OF SLOVENIA (ATR)

With the merger of the Administration for Telecommunications (URST) and the Broadcasting Council (SRDF) the new Agency for Telecommunications and Broadcasting (ATR) was founded. The Agency was established as an independent national regulatory body, meaning that from 2001 it has not been a part of any ministry, and further is not financed directly from the state budget, but from the duties paid by eligible parties. Besides the organisational changes that also include independent support services, the Agency has gained new scope and areas of authority. Along with managing and supervising radio frequency spectrum, telecommunications systems and equipment and regulating telecommunication services, it also obtained additional authority related to electronic media regulation, it became an accreditation body for electronic signature, and obtained authority in the protection of end users.

The Agency's authority and tasks within its current areas of work also increased. Slovenia's ascension in to the European Union and the development of new technologies also had an effect on the regulation of telecommunications, which changed from technical regulation to providing conditions for the development of a competitive telecommunications market that benefits the users of services. The first Agency had 37 employees.



Employees at the Agency at its foundation in 2001

THE GOVERNMENT ESTABLISHES THE AGENCY FOR TELECOMMUNICATIONS AND BROADCASTING

STA/21 July 2001/ Today, the decision on the foundation of the Agency for Telecommunications and Broadcasting of the Republic of Slovenia that the Government adopted on Thursday comes into effect. The agency is an independent organisation, tasked by the Telecommunications Act to regulate and supervise the operations of the telecommunications market and to regulate and supervise the radio frequency spectrum of Slovenia. The agency will also conduct certain tasks related to radio and television activities, as defined in the Media Act, and based on the Electronic Business and Electronic Signature Act, the agency will also perform the task of the accreditation body for electronic signatures.

THE DIRECTOR OF THE AGENCY FOR TELECOMMUNICATIONS AND BROADCASTING APPOINTED

Dnevnik /13 September 2001/ Eleven candidates applied for the position of the agency's director, providing their CVs and programmes and visions for the Agency's development and operations. After a thorough review of the submitted applications, the Minister for the Information Society Pavel Gantar found Nikolaj Simič to be the best candidate, both in expertise and experience, as well as a person with no conflict of interest, who as such would be able to actually establish one of the most essential foundations for the new agency's task as a regulatory body, namely its independence.

2002

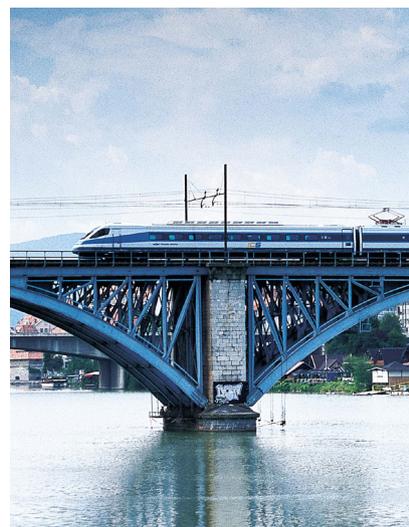
AGENCY FOR TELECOMMUNICATIONS, BROADCASTING AND POST OF THE REPUBLIC OF SLOVENIA (ATRP)

In June 2002 the Agency received new authority. It was therefore renamed into the Agency for Telecommunications, Broadcasting and Post of the Republic of Slovenia (ATRP), which then employed 51 people. As is evident from the Agency's former name, it also became a regulatory body for postal services, and has made sure since then that there is no discrimination under similar conditions between providers and users of postal services, and that users have access to high-quality, reliable and affordable postal services.

2004

THE POST AND ELECTRONIC COMMUNICATIONS AGENCY OF THE REPUBLIC OF SLOVENIA (APEK)

The Agency was transformed in July 2004 into the Post and Electronic Communications Agency of the Republic of Slovenia (APEK). By August 2011 the Agency already had authority for regulating the above areas, which were growing due to rapid technological development, and later that year it also obtained a mandate for regulating services in cargo and passenger railway traffic. Along with the new authority the Agency also received two new employees, reassigned from the Ministry of Transportation. With the adoption of the Audiovisual Media Services Act (ZAvMS) at the end of 2011, the Agency also became the responsible body for regulation and inspection supervision of these services.



2014

AGENCY FOR COMMUNICATIONS NETWORKS AND SERVICES OF THE REPUBLIC OF SLOVENIA (AKOS)

In January 2014 the Agency was renamed as the Agency for Communication Networks and Services of the Republic of Slovenia (AKOS). The name change was the result of the changes to the legal framework, and it adapted the Agency's name to the previously obtained authority related to railway traffic service. With the change to its Articles of Association in April 2014 the Agency also changed its internal organisation, which still applies today. As the Agency celebrates its 20th birthday in 2021 it has 104 employees.

Employees visiting Jeruzalem at the 40th anniversary of the construction of the first radio monitoring station, March 2017.



4 PAST AGENCY DIRECTORS

Since the Agency's foundation 8 people have held the position of director or acting director.

NAME	POSITION	DURATION
Marko CUK	acting director	July 2001 – October 2001
Nikolaj SIMIČ	director	October 2001 – January 2005
Tomaž SIMONIČ	acting director	February 2005 – January 2006
Tomaž SIMONIČ	director	January 2006 – November 2009
Dušan SCHUSTER	acting director	November 2009 – May 2010
Miha KRIŠELJ	acting director	May 2010 – May 2011
Mark POHAR	acting director	May 2011 – October 2011
Franc DOLENC	director	October 2011 – October 2016
Tanja MUHA	acting director	October 2016 – October 2017
Tanja MUHA	director	since October 2017

When the Agency was first established or, more accurately, transformed from the Administration for Telecommunications (URST) into the Agency for Telecommunications and Broadcasting (ATR), the acting director was the former head of URST Marko Cuk. Currently the Agency is headed by director Tanja Muha, MSc.



MARKO CUK
acting director



MIHA KRIŠELJ
acting director



NIKOLAJ SIMIČ
director



MARK POHAR
acting director



TOMAŽ SIMONIČ
director



FRANC DOLENC
director



DUŠAN SCHUSTER
acting director



TANJA MUHA
director

5 MAJOR EVENTS AND DECISIONS

July 2001 The Agency for Telecommunications and Broadcasting is founded through the merger of the former Administration for Telecommunications (URST) and the Broadcasting Council (SRDF). Three months earlier the Telecommunications Act (ZTel-1) liberalised the telecommunication services market.

November 2001 Following a concession contract between the Government of the Republic of Slovenia and the operator, the Agency issues the first license for UMTS/3G services in the 2100 MHz band to Mobitel (now Telekom Slovenije). Before that, the Agency's predecessor had issued the GSM/2G license for services in the 1800 MHz band to operators Wester Wireless International, Mobitel (now Telekom Slovenije) and Si.mobil (now A1). In October 1998 it issued a license for GSM/2G services in the 900 MHz band to Si.mobil (now A1). In December 1996 it issued the very first licenses for the GSM/2G services in the 900 MHz band to Mobitel (now Telekom Slovenije), which launched 2G mobile telephony in Slovenia.

The Agency receives the very first carrier dispute for resolution. In electronic communications the Agency resolves the disputes among stakeholders that occur because of efforts to lower network costs and disputed related to technical and commercial questions of carrier access and network interconnection.

December 2001 The roll-out of new national services (using 080 and 090 numbers) and international services. The prefix for operator selection for transmission networks is introduced, allowing users to choose between Telekom Slovenije and alternative voice telephone service providers when making calls local or international calls.

February 2002 The Agency receives the very first user dispute for resolution. In electronic communications and postal services, the Agency resolves disputes between users and service providers, ensuring the rights of end users.

April 2002 The Agency issues the first General act on the radio frequency utilization plan (NURF), which for every radio frequency band defines the purpose of its use, method of awarding radio frequencies within these bands, and the technical parameters for using these radio frequencies.

May 2002 As the Postal Services Act (ZPSto-1) comes into effect, the Agency becomes the regulatory body for postal services. It receives authority for issuing general acts for the postal services

2001

2002

2003

market, and several new authorities related to providing the universal postal service. It consequently also becomes the inspection body in this field.

May 2003 – Start of the regulation of relevant markets in telecommunications. After the Recommendation on relevant markets was adopted in February of that year, which at that point defined 18 relevant markets, the Agency begins preparing the first market analyses that were the basis for the first regulatory decisions for 10 relevant markets.

December 2003 – The Agency issues the first decisions, awarding 3 radio stations the status of a station of special importance. This status brings the benefit of license-fee-free dissemination of programming on the broadcast network, and the option of participating in public tenders for co-financing programming content in the interest of the citizens of the Republic of Slovenia.

2004

January 2004 The Agency issues the first decision for awarding the status of a local station of special importance to the first television station.

May 2004 The Electronic Communications Act eliminates awarding concessions for using radio frequencies, which was the authority of the Government of the Republic of Slovenia. The full authority for awarding radio frequencies for public communication services was granted to the Agency. Up until that point the Government concluded concession contracts, while the Agency issued relevant licenses.

2005

May 2005 The Agency sets up a call centre with a toll-free number for assisting users in resolving user disputes (080 2735).

October 2005 The Agency first regulates the mobile network, allowing for the entry of virtual mobile operators to the mobile telephone services market and national roaming at regulated prices. This has contributed to the improved competition of the mobile services market and consequently to a better range of services and lower prices for all users.

2006

January 2006 With the start of 2006, users obtained the option of number porting in mobile telephone services. The Electronic Communications Act (ZEKom) set the deadline of 31. December 2005 for operators to prepare everything needed for performing number porting. This allows the end users to retain their telephone numbers even when switching operators.

December 2006 The Agency issues the first decisions on awarding radio frequencies for digital terrestrial television broadcasting (DVB-T) to RTV Slovenija, defining MPEG-4 as the coding method. This represents the era of digital television broadcasting in Slovenia, with the analogue television broadcasting existing side-by-side until the end of 2010.

2007

January 2007 The Agency issues the first license for providing TV activities.

May 2007 The Agency issues the first license for providing radio activities.

July 2007 The Regulation on Roaming is adopted, in which the European Commission intervened into the roaming market, making sure users of mobile telephone services have substantially lower roaming prices in the EU, which had been exceptionally high until then.

December 2007 The Agency launches the komuniciraj.eu portal, which has since been rebranded as primerjajoperaterje.si. The portal provides users with an overview of current products and services from providers on the market of fixed and mobile services.

May 2008 The Agency issues the first license for providing the universal postal service to Pošta Slovenije for a period of five years. After the conclusion of this period in April 2013 it issued a decision, based on the analysis of the state of the market, which was performed for appointing the provider of a universal postal service. In its analysis it especially focused on the availability of financial resources of Pošta Slovenije and its cost efficiency, reliability, and achieving a level of quality when providing postal services.

July 2009 Recommendation to operators on required elements for the basic level of a detailed invoice for publicly available mobile telephone services in order to protect end user. The goal was for operators to make the basic level of the detailed invoice uniform, at least with regard to the basic elements that it should include, and includes all the services they provide and bill to their end users.

November 2009 The Body of European Regulators of Electronic Communications (BEREC) is founded, consisting of heads or nominated high representatives of electronic communications national regulators in EU member states, and which strives to encourage independent, high-quality regulation of digital markets for the benefit of the EU and its citizens. The Agency is a founding member of BEREC.

December 2010 The foundation of the European Regulators Group for Postal Services (ERGP), the joint body of European postal regulators. The Agency is a founding member of ERGP. The Group's tasks are mainly focused on consulting and assisting the European Commission in strengthening the common market for postal services and in all matters related to postal services that fall under the authority of the European Commission.

December 2010 Deactivation of analogue television transmissions in Slovenia. The so-called digital switch was completed, and since then only digital terrestrial television networks have operated in Slovenia.

January 2011 The full liberalisation of the postal services market in the Republic of Slovenia, eliminating the final reserved postal services, so that since 1 January 2011 Pošta Slovenije no longer holds a legal monopoly over the provision of any postal services. All postal services are subject to competition and may be performed by anyone who first informs the Agency and fulfils all the essential legal requirements.

2008

2009

2010

2011

2012

March 2011 The Agency is one of the first among member states to impose regulations on fibre-optic network as part of the regulation of carrier access to the broadband network, allowing new entrants to also provide services over Telekom Slovenije's fibre-optic network. This makes it possible to continue strengthening the competition on the market and consequently provide more choice, a higher quality of services and lower prices for end users.

April 2011 The Agency assigns the special number for reporting missing children 116 000 for the first time.

June 2011 The construction of the radio monitoring measurement system of Slovenia (RNMS) is completed with the final remote radio monitoring station Maribor. RNMS consists of 12 fixed radio monitoring stations, of which two are staffed, and of 3 specialised measurement vehicles that operate as mobile radio monitoring stations.

August 2011 In order to ensure regulatory independence, the Ministry for Transportation transfers the obligation of performing the tasks of the regulatory body for railway traffic to the Agency. This brings new authority in this field.

November 2011 The Audiovisual Media Services Act (ZAvMS) comes into effect, giving the Agency new authority in media regulation. For the first time it receives the authority for inspection and minor offence supervision over television programming, regulation, and supervision over on demand audiovisual media services, supervision over prohibition of encouraging inequality and intolerance in TV programming, and supervision over surreptitious advertising in audiovisual media services.

The Agency becomes a full-fledged member of the Independent Regulators' Group – Rail (IRG-Rail).

April 2012 The Agency issues the first decision for awarding the status of a student station of special importance to the first radio station. This status brings the benefit of license-fee-free dissemination of programming on the broadcast network, and the option of participating in public tenders for co-financing programming content in the interest of the citizens of the Republic of Slovenia.

October 2012 The Interdepartmental working group for resolving radio frequency spectrum issues with the Republic of Italy is formed, in charge of coordinating procedures and measures by using legal means for resolving radio frequency spectrum issues with Italy. The Agency actively participates in it since the start.

2013

2013 The former director Franc Dolenc becomes the Agency's first representative in the Body of European Regulators of Electronic Communications (BEREC) and is appointed vice-president.

January 2013 The amended Electronic Communications Act (ZEKom-1) comes into effect, placing Slovenia alongside the Netherlands as the first countries to legalise internet neutrality. The Agency also obtained the authority of supervising these provisions.

November 2013 The Mediterranean rail freight corridor (RFC6) is established from Almeria (E) to Zahony (H), passing over the territory of the Republic of Slovenia. The Agency signs the first agreement on collaboration between regulators of the countries included in the corridor.

December 2013 As it issued its decisions, the Agency concluded the public tender for awarding frequencies in the 1800/2100 MHz band. They were given to Si.mobil (now A1), Telekom Slovenije, and Tušmobil (now Telemach), who used the 1800 MHz frequencies for LTE/4G mobile networks.

February 2014 The European Regulators Group for Audiovisual Media Services (ERGA) is founded, consisting of heads or nominated high representatives of national regulators for audiovisual media services of EU member states. Its objective is to encourage the development of high-quality and independent audiovisual media services, and to protect their users on the European market. The Agency is a founding member of ERGA.

March 2014 With the support of the Agency and the Slovenian Consumers' Association (ZPS) the Self-regulatory code of refunds for the outages or poor operations of public communication services of public communications operators is adopted, defining minimum refunds for users in the event of poor operation.

April 2014 The Agency successfully completes the first public auction for frequencies in Slovenia, providing the entire available spectrum in the 800 MHz, 900 MHz, 1800 MHz, and 2600 MHz bands for a period of 15 years, and all of unassigned spectra in the 2100 MHz band until 9 September 2021. Frequencies were bid on by 3 out of the 4 mobile operators who are all currently already operating in Slovenia – Si.mobil (now A1), Telekom Slovenije, and Tušmobil (now Telemach). The 800 MHz band was first assigned for mobile technologies.

June 2014 The Centre for Investments at the Agency is founded, later restructured into Sector for Monitoring Investments. The legal basis is the Electronic Communications Act (ZEKom-1C), which placed monitoring infrastructure investments under the Agency's authority as a new important area.

June 2015 The Agency begins performing the long-term project of mapping the telecommunications infrastructure on the territory of the Republic of Slovenia, a part of which is also the publicly available AKOS Geoportal.

September 2015 The Agency begins performing measurements on fixed networks. It launches the AKOS Test Net test tool, providing end users with the ability to perform measurements of capacity, quality and transparency of their internet connection.

December 2015 The Agency performs the first system verification of the Information Security Management System (ISMS) and the Business Continuity Management System (BCMS) of the 5 then

biggest Slovenian operators (Telekom Slovenije, Si.mobil, Telemach, T-2 and Debitel). This places a greater focus on ensuring security, and the Agency itself also compiled a list of recommended measures for improving security for each of the operators.

2016

December 2015 Slovenia is the first European country to implement the eCall system.

2016 The working group for the Single Digital European Mechanism for information transfer between European regulators operating as part of ERGA is presided by an Agency employee.

September 2016 Following a public tender the Agency issues decisions for awarding the right to disseminate radio programming in digital broadcasting technology (T-DAB+) across the territory of the Republic of Slovenia, which were awarded to 8 providers for 9 radio stations. The rights for digital radio broadcasting were also awarded to Radiotelevizija Slovenija for 4 radio stations. This is the dawn of digital radio broadcasting, while analogue (FM) radio networks are still active.

2017

January 2017 The Agency begins monitoring the quality of internet services. It has obtained all the required equipment and connected the services of all the operators across all the technologies. This gave the Agency access to the same types of connections that are available to end users.

July 2017 The Agency is among the first regulators in Europe to publish the Recommendation regarding the implementations of the provisions of Regulation (EU) 2015/2120 on providing internet access services. This Recommendation aims to contribute towards improved transparency of operation of internet service providers. They are supposed to provide users especially with information on what actual speed of data throughput they can expect, for what part of the day it will be available, what affects it, and what the lowest data throughput speed is on an individual connection.

July 2017 The introduction of RLAH (Roam Like at Home) makes roaming in the EU possible under basically the same conditions as at home, with no extra costs, which completely changed the attitude of users towards mobile roaming.

2018

January 2018 The Agency launches the Infrastructure investment portal that provides a simple online publication of intent for planned construction and calls to interested investors in electronic communications network and accompanying infrastructure to express their interest for including electronic communications network and accompanying infrastructure in planning or for shared construction.

June 2018 The Agency defines a new area of numbering for communication services, machine-to-machine communication (M2M), and the Internet of things (IoT). The terms machine-to-machine and Internet of Things most often refer to wireless communication, analysis, and data processing between different devices, such as smart meters, vehicles, ATMs, point-of-sale terminals, etc., that automatically communicate with one another over the internet.

June 2018 The Agency defines broadband internet access as a universal service, which is available at affordable prices to all end users across throughout the Republic of Slovenia at the location of their permanent residence, regardless of their geographic location. At first, the required transfer speed was set at 2 Mbps downlink and 512 Kbps uplink, and in April 2021 the required transfer speed was increased to 10 Mbps downlink and 1 Mbps uplink.

June 2018 – The amended Railway Transport Act (ZZelP-K) brings new authority to the Agency. This opened the passenger transport services in internal railway traffic, meaning that all European Union carriers are able to offer passenger transport services in Slovenia, and the Agency received the authorisation to be able to limit carriers access to railway infrastructure, if the new transport service were to threaten the economic equilibrium of performing the obligatory public utility service. The Agency became the body for conducting an audit of the financial operations of the public railway infrastructure manager, and an inspection and minor offence body in railway traffic.

December 2018 The European Electronic Communications Code was adopted, expanding the range of tools that national regulators have at their disposal for removing obstacles in establishing effective competition on the market, by encouraging the switch to the fibre-optic network and the shutdown of the copper network. The Agency had already included the incentives for the switch into the regulatory measures imposed on Telekom Slovenije even before the code came into effect, and it additionally upgraded them in the proposed new regulatory measures.

2019 The Agency's director Tanja Muha is appointed vice-president of the Body of European Regulators of Electronic Communications (BEREC).

January 2019 The Agency conducts its first supervision in line with the Regulation (EU) on cross-border parcel delivery services, after it obtained new authority to do so.

March 2019 The Agency launches the eAnalitik portal, designed to present data on the electronic communications market in the Republic of Slovenia.

May 2019 The Agency launches the AKOS Geoportal for viewing spatial data, which has become recognised as a best practice, both at the European and the global stage.

The working group for 5G cybersecurity is established at BEREC, and has been co-chaired by an Agency employee since its foundation.

June 2019 The Agency launches the Mipi portal for the promotion of media and information literacy. It is aimed at raising awareness on the importance of critical and deliberate use of media content and information technologies.

2020

March 2020 The Agency publishes the Recommendation relating to procedures for closing down postal contact points, responding to the problems and frustration of local communities and users when contact points are closed. The Recommendation's aim is to establish best practices for the protection of interests and rights of users when contact points are closed.

September 2020 After the Alpine-Western Balkan rail freight corridor between Salzburg (A) and Svilengrad (BUL) is established, the Agency concludes the first agreement on collaboration between regulators of the countries included in the corridor. Based on this agreement, the Agency for the first time receives authority for resolving reports and the supervision of the management board and the joint body Corridor-One Stop Shop (C-OSS).

October 2020 The DAB+ network is launched, intended for regional and local radio stations. This digital network also has national coverage, but is divided into the eastern and western regions. In April a DAB+ network with coverage of broader Ljubljana was launched.

December 2020 The Act Implementing the Regulation (EU) of the European Parliament and of the Council on cooperation between national authorities responsible for the enforcement of consumer protection laws is adopted, bringing new authority to the Agency. It became a part of the European network for cross-border consumer protection.

February 2021 The Agency is among the first in Europe to conclude public tender with a public auction for awarding radio frequencies for providing business critical M2M communications over dedicated networks in the 700 MHz frequency band. Two bidders participated at the auction.

April 2021 The Agency completes the second multi-frequency public auction in Slovenia, providing available spectrum in the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz bands for a period of 15 years. The bidders were the four Slovenian mobile operators: A1 Slovenija, Telekom Slovenije, Telemach, and T-2. In July 2021 the Agency issues the decisions for awarding frequencies and completes the process. It also awarded pioneer frequencies for 5G mobile technology.

2021



Stegne 7
1000 Ljubljana



01 583 63 00



www.akos-rs.si