



- Administration
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- Finance
- Production
- Publicity
- Procurement
- Research
- Business
- Development
- Engineering
- Manufacturing
- Planning

ANNUAL REPORT

2020



AKOS



TABLE OF CONTENTS

INDEX OF FIGURES	10
INDEX OF TABLES	11
ABBREVIATIONS	12
A) BUSINESS REPORT	17
I INTRODUCTION	18
II SUMMARY: ACHIEVING KEY OBJECTIVES	21
1 OCCURRENCE OF POTENTIAL UNACCEPTABLE OR UNEXPECTED CONSEQUENCES AND THE ESTIMATE OF THE EFFECTS OF OPERATIONS ON OTHER AREAS	38
2 ASSESSMENT OF THE EFFECTIVENESS AND EFFICIENCY OF OPERATIONS	38
III AKOS AT A GLANCE	39
IV MARKETS IN NUMBERS	41
V BACKGROUND PAPERS	44
VI MANAGING A LIMITED NATURAL RESOURCE	48
1 ANNUAL GOALS	48
2 STATE OF THE MARKET	49
2.1 RADIO SPECTRUM UTILISATION	49
2.2 NUMBERING SPACE UTILIZATION	51
3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES	52
3.1 REGULATION	52

3.2 MOBILE SERVICES	52
3.2.1 Public tenders for radio frequencies for mobile communication services	52
3.2.2 5G and the switch from DTT to LTE	53
3.2.3 Monitoring the provision of public communication services	53
3.2.4 The development of infrastructure for critical communication	53
3.2.5 Management of the spectrum for private mobile communications	54
3.3 BROADCASTING	54
3.3.1 Public tenders for FM frequencies	54
3.3.2 Digital terrestrial radio	55
3.3.3 Digital terrestrial television	55
3.3.4 Resolving issues of interference in the border area with Italy	55
3.4 OVERVIEW OF REGULAR OPERATIONS IN RADIO SPECTRUM ADMINISTRATION	56
3.5 INTERNATIONAL COORDINATION AND COOPERATION	57
3.6 NUMBERING SPACE	57
3.6.1 Awarding the number 000 116 for a helpline for reporting missing children	57
3.6.2 Preparing the Recommendation regarding the operators' actions, if a decision on assigning numbering elements is annulled ex officio	58
VII REGULATION	59
1 ELECTRONIC COMMUNICATIONS	59
1.1 ANNUAL GOALS	59
1.2 MARKET CONDITIONS	61
1.3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES	65
1.3.1 Regulation of relevant markets	65
1.3.2 Proposed changes to the general acts on transfer speed for a functioning internet access, and the universal service quality	69
1.3.3 Analysis of performing the activities, listed in the Electronic communications market regulation strategy for promoting regulative predictability	70

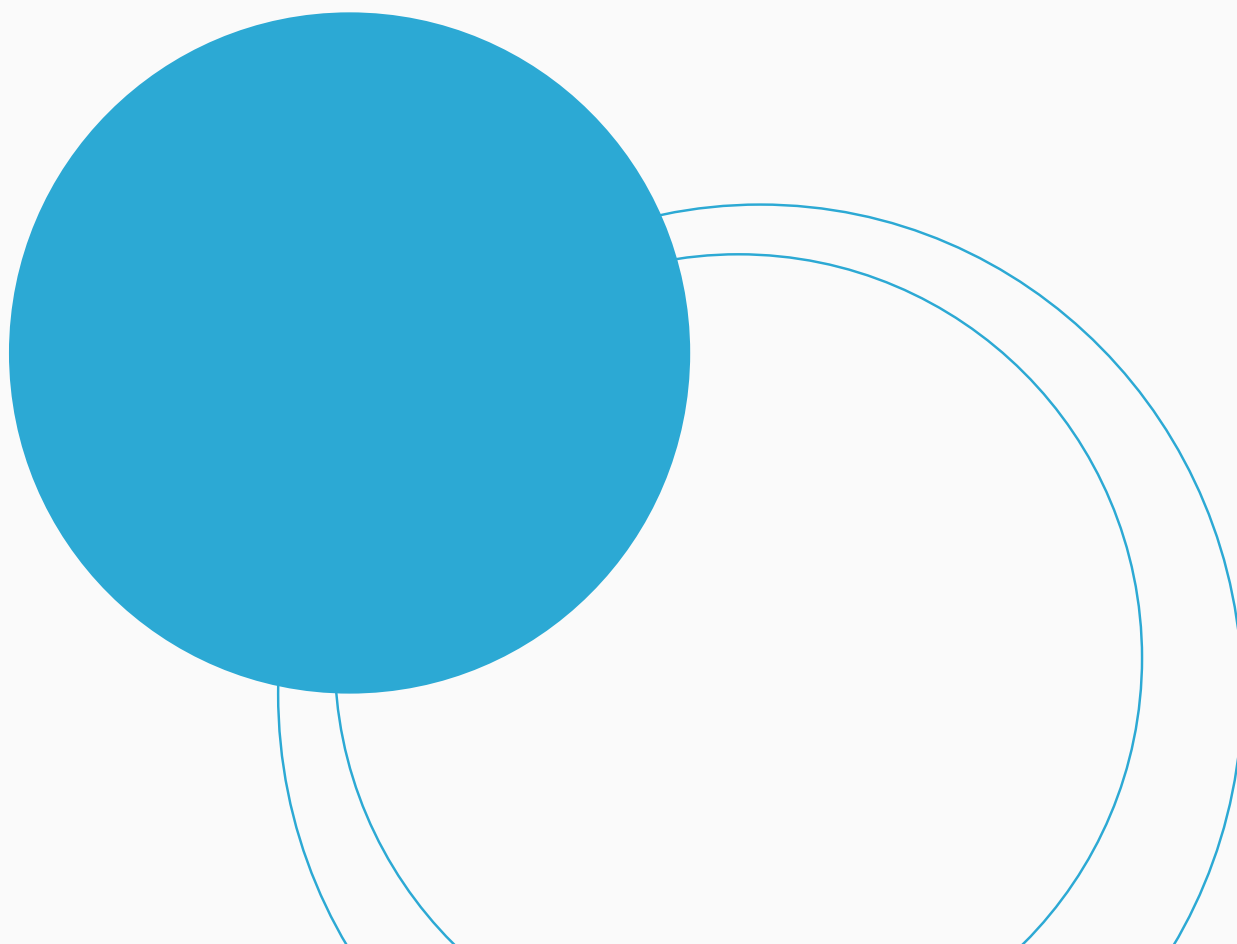
1.3.4 International roaming	70
1.3.5 Monitoring infrastructure investments	70
1.3.6 Spatial data and the information system – AKOS Geoportal	72
1.3.7 Data collection and reporting – the eAnalitik portal	73
1.3.8 Modernisation and automation of data collection for obligatory reporting	74
1.3.9 Cooperation with state institutions and other stakeholders	74
1.3.10 International cooperation	75
2 ELECTRONIC MEDIA	77
2.1 ANNUAL GOALS	77
2.2 CURRENT STATE OF THE MARKET	79
2.3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES	79
2.3.1 Preparing of the proposed strategy for the development of radio and television channels	79
2.3.2 Awarding licenses for digital terrestrial radio dissemination	80
2.3.3 The platform for media and information literacy	81
2.3.4 International cooperation: ERGA, EPRA, and CERF in media regulation	82
3 POSTAL SERVICES	83
3.1 ANNUAL GOALS	83
3.2 CURRENT STATE OF THE MARKET	85
3.3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES	85
3.3.1 Regulation of universal postal service provision	85
3.3.2 Fostering competition in the postal services market	86
3.3.3 Establishing state of the postal services market	86
3.3.4 Regulation of separate accounting	87
3.3.5 International cooperation	87

4 RAILWAY TRANSPORT	88
4.1 ANNUAL GOALS	88
4.2 CURRENT STATE OF THE MARKET	89
4.3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES	89
4.3.1 Monitoring train path assignments and fee charges	89
4.2.2 Monitoring access to additional services	91
4.2.3 Supervision of the operations of the public railway infrastructure manager	91
4.2.4 International cooperation in regulation of railway services (IRG-Rail and EC working groups)	92
VIII SUPERVISION	94
1 TELECOMMUNICATIONS SUPERVISION	94
1.1 INTERNET ACCESS	95
1.2 COMPETITION PROTECTION	97
1.3 CYBERSECURITY AND THE SECURITY OF NETWORKS AND SERVICES	98
1.4 PRIVACY PROTECTION	99
1.5 SUPERVISION IN SHARED CONSTRUCTION AND SHARED USE OF PUI	100
2 SUPERVISION OF THE RADIO FREQUENCY SPECTRUM	100
2.1 MEASUREMENTS OF THE SPECTRUM AND ELIMINATING INTERFERENCE	101
2.2 MONITORING THE QUALITY OF SERVICE OF FIXED AND MOBILE BROADBAND NETWORKS	101
2.3 UPGRADES AND MAINTENANCE OF THE MONITORING-MEASUREMENT SYSTEM	102
3 SUPERVISION OF ELECTRONIC MEDIA	103
3.1 RADIO BROADCASTING LICENSES	103
3.2 STATIONS OF SPECIAL IMPORTANCE	103
3.3 SHARES OF EUROPEAN AND SLOVENIAN AUDIOVISUAL WORKS	104
3.4 TELEVISION ADVERTISING	104

3.5 PROTECTION OF CHILDREN AND MINORS FROM POTENTIALLY HARMFUL CONTENT	105
4.5 OTHER SUPERVISORY PROCEDURES	105
4 SUPERVISION OF POSTAL SERVICES	105
5 SUPERVISION OF SERVICES IN RAILWAY TRAFFIC	105
IX DISPUTE RESOLUTION	106
1 USER DISPUTES RELATED TO ELECTRONIC COMMUNICATIONS	106
2 OPERATOR DISPUTES IN ELECTRONIC COMMUNICATIONS	107
3 USER DISPUTES RELATED TO POSTAL SERVICES	108
4 PASSENGER COMPLAINTS IN RAILWAY TRAFFIC	109
X CARE FOR END USERS	110
1 CONSULTATIONS WITH OPERATORS AND CONSUMER ORGANIZATIONS	110
2 PORTAL FOR ACCESS TO OPERATORS' PLANS AND OTHER PORTALS FOR END USERS	110
3 CALL CENTRE	111
4 CLARIFICATIONS TO END USERS	111
XI LEGISLATIVE AND JUDICIAL PROCEDURES	113
1 REPRESENTING THE AGENCY BEFORE THE COURT	113
2 NORMATIVE ACTIVITY	114
XII INSTITUTIONAL ADMINISTRATION	116
1 NEW EMPLOYMENTS AT THE AGENCY	116
2 ENSURING PUBLIC TRANSPARENCY AND INFLUENCE	117
3 INFORMATION SUPPORT	118
4 OTHER SUPPORT ACTIVITIES	119
5 INTERNAL AUDIT	117
6 SUPPORT FOR THE SLOVENIAN COMMITTEE FOR ELECTRONIC COMMUNICATION AND THE BROADCASTING COUNCIL	120

XIII IMPLEMENTATION OF THE FINANCIAL PLAN	121
1 REVENUE	126
2 EXPENSES	17
2.1 SALARIES AND OTHER LABOUR COST	127
2.2 EXPENSES FOR GOODS AND SERVICES	127
2.3 INVESTMENT EXPENSES	128
XIV DECLARATION REGARDING THE RESULT OF THE PUBLIC FINANCE INTERNAL AUDIT	129
B) FINANCIAL REPORT	133
XV FINANCIAL STATEMENT	134
1 LEGAL FRAMEWORK, FORM AND CONTENT OF THE REPORT	134
2 ACCOUNTING POLICIES	135
2.1 INTANGIBLE ASSETS AND TANGIBLE FIXED ASSETS	135
2.2 DEPRECIATION AND AMORTIZATION AND CHANGES TO HOW IT IS RECOGNIZED IN 2020	135
2.3 RECEIVABLES	135
2.4 LIABILITIES	136
2.5 REVENUE	136
3 FINANCIAL STATEMENTS WITH NOTES	136
3.1 BALANCE SHEET	136
3.1.1 Long-term assets and assets under management	137
3.1.2 Short-term assets except for inventory and deferred cost and accrued revenue	141
3.1.3 Short-term liabilities and accrued cost and deferred revenue	143
3.1.3 Own resources and long-term liabilities	144
3.2 STATEMENT OF REVENUE AND EXPENSE	144
3.2.1. Revenue	148

3.2.2 Expenses	150
3.2.3. Realization of the financial plan on the accrual basis	155
4 OTHER DISCLOSURES	162
XVI AUDITOR'S REPORT	163



INDEX OF FIGURES

Figure 2020 :1 in numbers	20
Figure 2: The institutional environment of the Agency for Communication Networks and Services of the Republic of Slovenia	39
Figure 3: The organization of the Agency for Communication Networks and Services of the Republic of Slovenia	40
Figure 4: Trends in markets the Agency's has authority over in the period of 2020-2018	42
Figure 5: Share of valid decisions on awarding radio frequencies at the end of 2020.	50
Figure 6: The spectrum of mobile operators at the end of 2020	51
Figure 7: The number of assigned numbering elements at the end of 2020	51
Figure 8: Broadband internet access by data transfer speed	63
Figure 9: Household coverage with next generation technologies	63
Figure 10: Shares of television connections by technology	64
Figure 11: Convergent services	65
Figure 12: Number of construction project notifications on AKOS' Infrastructure investments portal	71
Figure 13: Expressed interest in shared construction	71
Figure 14: Number of supervision procedures In 2020	94
Figure 15: Inspection procedures in 2020	95
Figure 16: Minor offence procedures in 2020	95
Figure 17: Disputes in terms of how they were resolved	106
Figure 18: Received cases by reason for user dispute	107
Figure 19: Disputes with postal service providers in terms of how they were resolved	108
Figure 20: Received inquiries from end users by type of service	112

INDEX OF TABLES

Table 1: Key goal: encouraging competition and market development	21
Table 2: Key objective: protecting users and ensuring the provision of the universal service	27
Table 3: Key objective: ensuring optimum use of a limited resource	29
Table 4: Key objective: Optimizing investments in infrastructure	33
Table 5: Key objective: Increasing efficiency and reducing regulatory burdens	34
Table 6: Additional tasks that were not planned in the 2020 Action and financial plan	35
Table 7: Number of operators/service providers entered into the official registry by service in 2020	61
Table 8: Number of postal service providers entered into the official registry as of 31 December 2020	85
Table 9: Statement of revenue and expense for specific users on cash basis from 1 January To 31 December 2020, part 1	122
Table 10: Statement of revenue and expense for specific users compiled on a cash basis for the period from 1 January to 31 December 2020, continued	124
Table 11: Revenue on cash basis for the period from 1 January to 31 December 2020	126
Table 12: Balance on 31 December 2020	136
Table 13: Major investments in intangible fixed assets	140
Table 14: Major investments in tangible fixed assets – equipment and small tools	141
Table 15: Statement of revenue and expense for the period from 1 January 2020 to 31 December 2020	146
Table 16: Statement of revenue and expense by financing source for the period from 1 January 2020 to 31 December 2020	148
Table 17: Operating revenue	149
Table 18: Cost of goods, materials, and services	152
Table 19: Regular maintenance cost	154
Table 20: Statement of revenue and expense for the period from 1 January to 31 December 2020	156
Table 21: Comparison of realized and planned operating revenue on accrual basis	158
Table 22: Comparison of realized and planned cost of goods, materials and services (accrual principle)	160

ABBREVIATIONS

The abbreviations are listed with Slovenian or English names or the meanings for those names that are originally in one language or are often used untranslated.

Abbreviation	Slovenian name or meaning	English name or meaning ¹
AKOS	Agencija za komunikacijska omrežja in storitve Republike Slovenije	Agency for communication networks and services of the Republic of Slovenia
AVMS	Avdiovizualne medijske storitve	Audiovisual media services
BB	Širokopasovni	Broadband
BEREC	Organ evropskih regulatorjev za elektronske komunikacije	The Body of European Regulators for Electronic Communications
BSA	Prenos z bitnim tokom	Bitstream access
BWA	Širokopasovni brezžični dostop	Broadband wireless access
CDMA-PAMR	Kodno porazdeljeni sodostop – mobilni radio z zasebnim dostopom Code	Division Multiple Access - Public Access Mobile Radio
CEF		Connectig Europe Facility
CEPT	Evropska konferenca za pošto in telekomunikacije	European Conference of Postal and Telecommunications
CERP	Evropski odbor za poštno regulacijo	The European Committee for Postal Regulation
COCOM	Odbor za komunikacije	Communications Committee
CRM	Program za upravljanje odnosov s strankami	Customer relationship management
CRS	Centralni register subjektov	
DAB	Digitalna avdio radiodifuzija	Digital audio broadcasting
ČM	Človek mesec	
DG MOVE	Generalni direktorat za mobilnost in promet	Directorate-General for Mobility and Transport
DMA	Akt o digitalnih trgih	Digital Markets Act
DSA	Akt o digitalnih storitvah	Digital Services Act
DTT	Digitalna prizemna televizija	Digital terrestrial television
DVB-T	Prizemna digitalna video radiodifuzija	Digital Video Broadcasting Terrestrial
DVB-T2	Prizemna digitalna video radiodifuzija – druga generacija	Digital Video Broadcasting – Second Generation Terrestrial
ECC	Odbor za elektronske komunikacije	Electronic Communications Committee
EECC	Evropski zakonik o elektronskih komunikacijah	European Electronic Communications Code
EGP	Evropski gospodarski prostor	European Economic Area (EEA)
EKO	Elektronska komunikacijska omrežja	

* Where it pertains.

EMC	Elektromagnetna združljivost	Electromagnetic compatibility
ENISA	Agencija Evropske unije za varnost omrežij in informacij	European Union Agency for Network and Information Security
ENRRB	Evropska mreža železniških regulativnih organov	European Network of Rail Regulatory Bodies
EPRA	Evropska platforma regulativnih organov	European Platform of regulatory authorities
ERGA	Skupina evropskih regulatorjev za avdiovizualne medijske storitve	European Regulators Group for Audiovisual Media Services
ERGP	Evropsko združenje poštних regulatorjev	European Regulators Group for Postal Services
ETSI	Evropski inštitut za telekomunikacijske standarde	European Telecommunications Standards Institute
EU	Evropska unija	European Union
EZR	Enotni zakladniški račun	
FM	Frekvenčna modulacija	Frequency modulation
FTTH	Optika do doma	Fibre to the home
FUP	Politika poštene uporabe storitev	Fair usage policy
FWBA	Nadomestek fiksnega širokopasovnega interneta	Fixed Wireless Broadband Access
GJI	Gospodarska javna infrastruktura	Public infrastructure
GURS	Geodetska uprava Republike Slovenije	The surveying and mapping authority of the Republic of Slovenia
HCM	Usklajena metoda za preračun	Harmonised calculation method
HFC	Hibridno koaksialen	Hybrid fiber-coaxial
IKT	Informacijsko - komunikacijska tehnologija	Information and communications technology
INEA	Izvajalska agencija za inovacije in omrežja	Innovation and Networks Executive Agency
INV	Investicije	Investments
IoT	Internet stvari	Internet of things
IP	Internetni protokol	Internet protocol
IPTV	Televizija preko internetnega protokola	Internet protocol television
IRG	Skupina neodvisnih regulatorjev	Independent Regulators Group
IRG - Rail	Združenje neodvisnih regulatorjev s področja železniškega prometa	Independent Regulators' Group - Rail
ITU	Mednarodna telekomunikacijska zveza	International Telecommunications Union
JAŽP	Javna agencija za železniški promet	
JŽI	Javna železniška infrastruktura	
LMR	Kopenski mobilni radio	
LSA	Licencirani sodostop	

LTE	Dolgoročna evolucija	Long term evolution
MBit/s	Megabit na sekundo	
MHz	Megahertz	
MIMO	Antenska raznolikost	Multiple input, multiple output
MMS	Sistem večpredstavnostnih sporočil	Multimedia messaging service
MMDS	Multimedijski večkanalni distribucijski sistem	Multipoint multichannel distribution system
M2M	komunikacija med napravami	Machine to machine
NATO	Severnoatlantska vojaška zveza	North Atlantic Treaty Organization
NDZ	Nadzor	
NGA BU	Omrežje naslednje generacije od spodaj navzgor	Next generation access bottom up
NICAM	Nizozemski inštitut za klasifikacijo avdiovizualnih medijev	Netherlands Institute for the Classification of Audiovisual Media
NURF	Načrt uporabe radijskih frekvenc	
ODRF	Odločba o dodelitvi radijskih frekvenc	
OPT	Omrežna priključna točka	
OPTM	Operater s pomembno tržno močjo	
OTT	Prenos video in avdio signala preko internetnih storitev	Over the top
PDC	Odbor za poštno direktivo	Postal Directive Committee
PDFN	Program dela in finančni načrt	
PLB	Osebni javljalnik lokacije	
PMR	Profesionalni mobilni radio	Professional mobile radio
P-P	Točka-točka	Point to point
PPDR	Javna zaščita in pomoč v nesrečah	Public protection and disaster relief
QoS	Kakovost storitve	Quality of service
QoSBB	Kakovost širokopasovnega dostopa	Broadband Quality of Service
RF	Radijske frekvence/ radiofrekvenčni	
RLAH	Gostovanje kot doma	Roam like at home
RMMS	Program spremljanja trga storitev v železniškem prometu	Rail Market Monitoring Scheme
RS	Republika Slovenija	
SEK	Svet za elektronske komunikacije	
SERAC	Odbor za enotno železniško območje EU	Single European Railway Area Committee
SIST	Slovenski inštitut za standardizacijo	Slovenian insitute for standardization
SMS	Sistem kratkih sporočil	Short Message Service
SPIS	Pisarniški informacijski sistem	

SRDF	Svet za radiodifuzijo	
TETRA	Prizemni snopovni radio	Terrestrial Trunked Radio
TETRAPOL	Standard za potrebe policije in vojske	Digital PMR technology
TK	Telekomunikacije	Telecommunications
TRA-ECS	Prizemni radijski sistemi, ki lahko zagotavljajo elektronske komunikacijske storitve	Terrestrial Radio Applications Capable Of Providing Electronic Communications Services
TRG 1	Veleprodajno zaključevanje klicev v posameznih javnih telefonskih omrežjih na fiksni lokaciji	Call termination on individual public telephone networks provided at a fixed location (wholesale level)
TRG 2	Veleprodajno zaključevanje govornih klicev v posameznih mobilnih omrežjih	Voice call termination on individual mobile networks (wholesale level)
TRG 3a	Veleprodajni lokalni dostop na fiksni lokaciji	Wholesale local access at a fixed location
TRG 3b	Veleprodajni osrednji dostop na fiksni lokaciji za izdelke za množični trg	Wholesale central access at a fixed location for mass market products
TRG 4	Veleprodajni visokokakovostni dostop na fiksni lokaciji	Wholesale high-quality access provided at a fixed location
TSM	Uredba (EU) 2015/2120 Evropskega parlamenta in Sveta z dne 25. novembra 2015 o določitvi ukrepov v zvezi z dostopom do odprtega interneta in spremembi Direktive 2002/22/ES o univerzalni storitvi in pravicah uporabnikov v zvezi z elektronskimi komunikacijskimi omrežji in storitvami ter Uredbe (EU) št. 531/2012 o gostovanju v javnih mobilnih komunikacijskih omrežjih v Uniji	Regulation (EU) 2015/2120 of the european parliament and of the council of 25 november 2015 laying down measures concerning open internet access and amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services and Regulation (EU) No 531/2012 on roaming on public mobile communications networks within the Union
UHF	Ultra visoke frekvence	Ultra high frequency
UPU	Svetovna poštna zveza	Universal Postal Union
VHF	Zelo visoke frekvence	Very high frequency
VOD	Video na zahtevo	Video on demand
VOIP	telefonija prek internetnega protokola	Voice over internet protocol
WACC	Izračun povprečnega tehtanega stroška kapitala	Weighted average cost of capital
WRC	Svetovna radijska konferenca	World Radio Conference
WSD	Naprave v belem spektru	White space device
5G	Mobilna omrežja pete generacije	5 th generation mobile networks



BUSINESS REPORT

2020 WAS STRONGLY MARKED
BY THE END USERS' NEEDS FOR
UNIVERSAL SERVICES, BOTH IN THE
MARKET OF POSTAL SERVICES AND IN
ELECTRONIC COMMUNICATIONS.

I INTRODUCTION



TANJA MUHA, MSC.
DIRECTOR



Following the declaration of the COVID-19 epidemic and the resulting unpredictable activities on the market, 2020 was a very different year, which required the Agency to constantly adapt priorities in fulfilling its planned tasks, and performing numerous additional tasks that were not planned beforehand.

Due to the measures for the prevention of the spread of the epidemic the work environment had to be adjusted overnight in order to ensure such conditions that employees could work from home as much as possible, as the Agency continued performing its tasks. The declaration of the epidemic caused a significant increase of the Agency's scope of monitoring and reporting on the market conditions, both national and international, and the urgent and unplanned tasks meant that the priorities of the tasks of the whole Agency had to be modified constantly.

Certainly, the biggest project the Agency took on during this year was the preparation and implementation of the public tender with a public auction for awarding several frequency blocks for commercial provi-

on of public mobile services to end users in the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz frequency bands. This also includes frequencies, suitable for establishing 5G networks. With this tender the Agency is following the commitments of the Republic of Slovenia from the Action Plan for Europe for 5G, making it possible for national service providers to make the technological leap. This is the condition for continued digitalisation of the society. Alongside with this public tender, the Agency also held the public tender with a public auction for awarding frequencies for business critical M2M communications, as there was interest on the market.

Another just as important and demanding project the Agency completed in 2020 was making

analyses, and based on them, formulating potential regulatory obligations on relevant markets for carrier access to the fixed broadband network 3a "Wholesale central access at a fixed location for mass market products" and 3b "Wholesale local access at a fixed location". Regulation of these relevant markets plays an important role in ensuring competitive market conditions, which is especially reflected in benefits for end users, who have the option of selecting between different service providers and switch among them, along with lower prices, higher quality and more innovative services.

After the replacement of the relevant minister in 2020, the Agency received new strategic guidelines and began preparing a new Radio frequency

spectrum management strategy for the 2021–2023 period. In 2020 it also prepared a new five-year Radio and television programming strategy. In accordance with applicable legislation the Agency took on this project in collaboration with the Broadcasting Council and the Ministry of Culture.

2020 was strongly marked by the end users' needs for universal services, both in the market of postal services and in electronic communications. On the postal services market the Agency concluded the procedure and adjusting two general acts to fit the changing conditions by introducing two quality levels for ensuring the universal postal services, including the post service, and amended the rules for establishing a potential net cost in the provision of the universal postal services. With the goal of improving the conditions on the market it prepared and published the Recommendation related to the procedures of closing down Pošta Slovenije's contact points. A significantly bigger scope of remote work and school because of the COVID-19 epidemic significantly increased the needs of the population for internet and higher data transfer speeds. The Agency responded to these needs and performed the market analysis beyond its scope of planned work, based on which it adjusted two general acts so that transfer speed for connections that fall under the universal service was raised from 5 Mbps/512 kbps to 10/1 Mbps.

Cybersecurity of networks and service, and privacy protection are important subjects that the Agency focused on intensely throughout 2020. Because of the epidemic and resulting higher network loads, it spent a lot of time on ensuring network integrity and their uninterrupted operation. It was also included in working groups for preparing documents at the national level, while at the international level the Agency even

co-chaired the BEREC expert group focusing on issues related to cybersecurity of 5G networks.

After the operator of digital radio networks (DAB+) established two new networks, namely R2 (comprising of two regional parts – east and west), and R3 (covering the broader Ljubljana area), the Agency actively began preparing tenders for awarding the licenses for broadcasting on these networks. The Agency also continued preparing and holding public tenders for awarding FM radio broadcasting frequencies. It completed two tenders, awarding 8 frequencies, and the third such tender is already in preparation.

A significant impact on the Agency were the procedures of adopting three acts that are key for its operations, namely: Electronic Communications Act, Audiovisual Media Services Act, and the Media Act. In the scope of its authority and know how the Agency actively participated in the preparation of the three acts, providing support to the relevant ministries. In relation to this the Agency also prepared several drafts of general acts.

On the railway services market, an agreement between the regulatory bodies on the Alpine Western Balkan rail freight corridor was signed at the Agency's initiative, with the Agency also receiving the authority to resolve complaints and supervising the Management Board, as well as heading the joint corridor office.

Among numerous supervisory procedures that the Agency managed during the year, the most prominent were those related to the fulfilment of the expressed market interest, registering infrastructure, and supervisions on the radio market. The most demanding procedures were those supervising the fulfilment of operators' obligations based on regulatory decisions on relevant markets for carrier access to the broadband network.

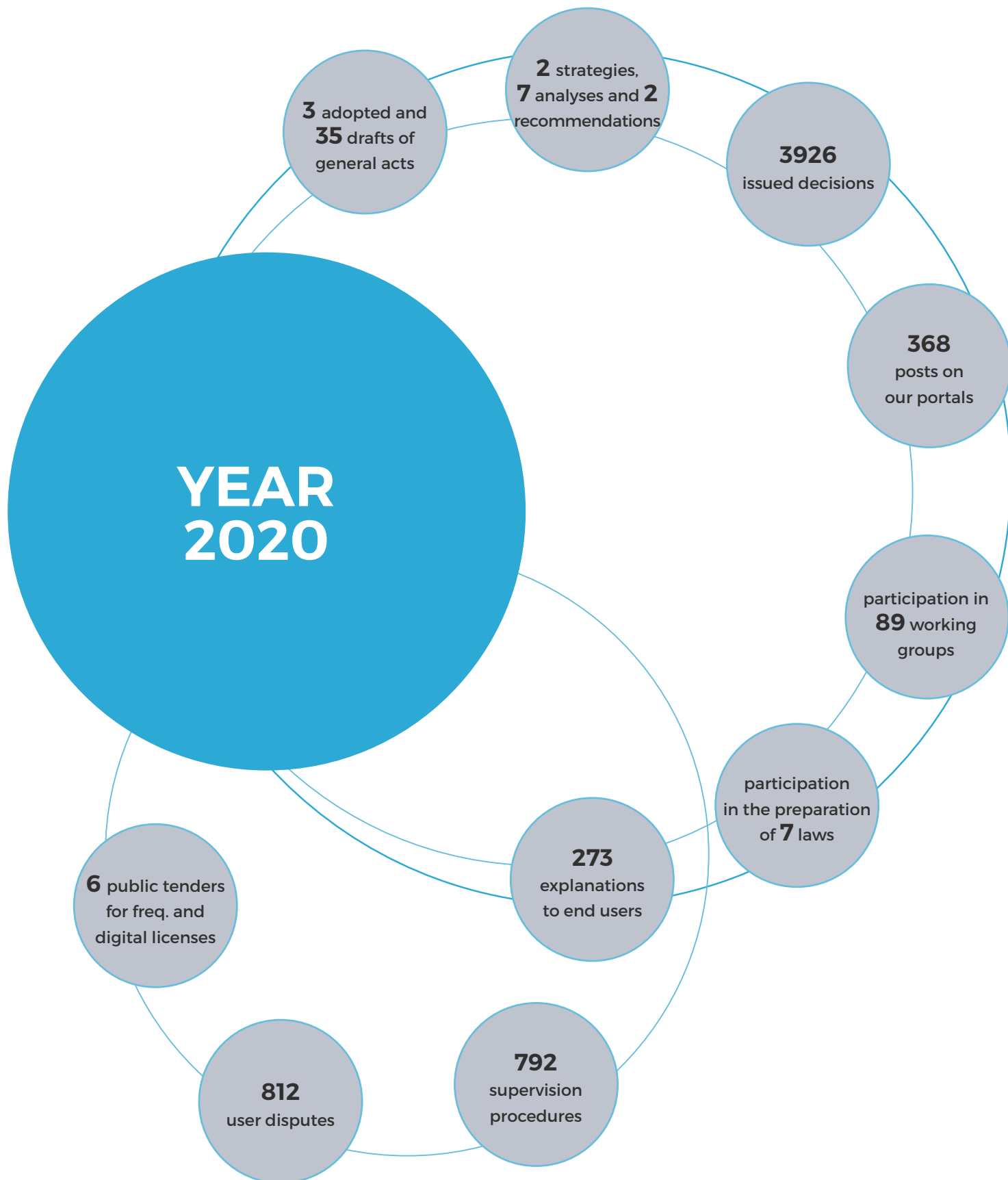
Throughout the year the Agency also actively cooperated with experts, other government bodies, the Broadcasting Council, and the Electronic Communications Council. It also cooperated with the European Commission, and all the associations of European regulators, where it actively participated at all levels to help create the future European regulatory policy. All meetings took place remotely because of COVID-19.

The COVID-19 epidemic also had a significant impact on the financial results, which were somewhat lower this year. Business trips were very limited, and some events had to be cancelled. The Agency did save some funds with lower prices of certain services and by negotiating better terms on some purchased equipment.

These are only the more memorable tasks that marked the Agency's work in 2020, however, we completed a lot of other, no less important tasks. Some were not completed, and are carried over into the next year. The reasons for this were all external. In spite of the epidemic and additional challenges it posed, the Agency completed a lot of work in 2020, even going beyond the plans. This would not have been possible without the participation of the whole team of employees at the Agency, their engagement and knowledge. In order to perform so much work under such circumstances, many among us had to put in plenty of overtime. I hope that the conditions will once again go back to normal, and that we will be able to hire planned staff we need in spite of the lack of competition on the labour market, and that we will continue to perform our tasks successfully also in the future.

The Agency's work in 2020 is presented in more detail below in this document, which consists of the business and the financial reports.

FIGURE 1: 2020 IN NUMBERS



II SUMMARY: ACHIEVING KEY OBJECTIVES

Below are the Agency's 5 strategic objectives □ (1) encouraging competition and market development, (2) protecting the users and ensuring universal service, (3) ensuring the optimum use of a limited public resource, (4) increasing efficiency and decreasing regulatory limitations, and (5) optimization of investments □ presenting the planned tasks and activities that the Agency completed in order to achieve set goals. The tasks that were performed as part of permanent tasks throughout the year, or as projects, were planned and are shown in tables in the Agency's 2020 Operational and financial plan. Tables below show the results that are for the most part in line with the plans. Because the Agency follows market trends in its activities for fulfilling the set objectives, its activities or priorities of planned activities may change through the year, as depicted in the final table (Table 6), which lists the task that were not planned, however, the Agency completed them in 2020.

TABLE 1: KEY GOAL: ENCOURAGING COMPETITION AND MARKET DEVELOPMENT

Task	Goals of the task	Description (permanent activities or projects)	Result	Comment
Analysis of relevant market 3a "Wholesale local access at a fixed location"	In accordance with Article 100 of ZEKom-1, the analysis of the relevant market has to be conducted every three years. Based on the new analysis the Agency adjusts the regulation with regard to the market conditions.	Conducting he analysis of relevant market 3a.	●	In 2020 the Agency began the analysis of the relevant market and put it to public consultation in the start of 2021. The analysis should be completed in the first half of 2021.
Analysis of relevant market 3b "Wholesale central access at a fixed location for mass market products"	In accordance with Article 100 of ZEKom-1, the analysis of the relevant market has to be conducted every three years. Based on the new analysis the Agency adjusts the regulation with regard to the market conditions.	Conducting he analysis of relevant market 3b.	●	In 2020 the Agency began the analysis of the relevant market and put it to public consultation in the start of 2021. The analysis should be completed in the first half of 2021.
Analysis of retail and wholesale prices of broadband connections	Periodically monitoring the condition on the market of broadband connections in the RS at the retail and wholesale level. This is the foundation for performing the analysis of relevant markets of broadband access with proposed obligations.	<p>Preparing the report on price movements of retail and wholesale broadband access connections.</p> <p>Preparing a periodical survey on monthly expenditures that households spend on electronic communications services in 2020.</p> <p>Preparing a periodical survey of the analysis of the demand for higher speeds of internet access and e-content.</p>	● ●	<p>The Agency has collected the data on retail prices of broadband access services for December 2019 from the operators, and published the final analysis on its website.</p> <p>The Agency published the results of both surveys on its website.</p>

The Electronic communications market regulation strategy for promoting regulative predictability.	Ensure regulation predictability and monitoring the performance of the activities defined in the strategy.	Analysis of performing the activities, listed in the Electronic communications market regulation strategy for promoting regulative predictability.	●	The analysis was completed and published on the website
Participation in the implementation of the new telecommunications regulatory framework	Implement the new regulatory framework (EECC) for telecommunications into the Slovenian legal order.	Active participation in the implementation of the new regulatory framework (EECC) for telecommunications into the Slovenian legal order, and active participation in preparing the guidelines as part of the Body of European Regulators of Electronic Communications (BEREC).	●	In 2020 the Agency collaborated with the Ministry of Public Administration on transposing the European Code into national legislation (ZEKom-2). Cooperation with BEREC in preparing the guidelines.
Support in the implementation of the roaming directive	Ensuring that the directive is adhered to and make it possible for the operators to correctly implement the obligations of the roaming directive.	Support for operators in the implementation of the changes to the regulation on international roaming, activities for approving adding surcharges in the event of infeasibility of the domestic billing model.	●	The Agency resolved the application for approving surcharges in the event of infeasibility of the domestic billing model
Support in the realization of the Digital agenda and gigabit society	Make sure that all inhabitants of RS have access to electronic communication services in accordance with the goals of the Digital agenda and gigabit society.	Active collaboration with Slovenian public bodies for the support of the realization of the Digital agenda	●	The Agency provided expert support when requested.
Monitoring the performance of obligations of the operator with significant market power (OPTM) in accordance with the regulatory decisions	Establishing possible breaches of OPTM on regulated markets, and thereby ensuring the implementation of regulatory obligations.	The Agency monitors the performance of obligations in accordance with regulative decisions, and in the event of potential violations launches with appropriate procedures.	●	The Agency has monitored the performance of OPTM's obligations, and took action when violations were discovered. These procedures will be continued in the next year.
Systematic operator supervision regarding the obligation of data reporting	Ensuring the accuracy and currency of collected data.	Collecting the data on the development of the electronic communications market, processing it, preparing reports and reporting to national and foreign bodies.	●	The Agency prepared all the required reports regarding market development, and reports to other national and foreign bodies.
Calculation of the weighted average cost of capital (WACC)	As part of a comprehensive regulation ensure operators a suitable level of return on investment with regard to invested assets.	A new calculation of the weighted average cost of capital (WACC).	●	The Agency has prepared a new calculation of the WACC, which was published in early 2021 (together with analyses of relevant markets 3a and 3b).
Collaboration in shaping the frameworks for regulating electronic communications at the EU level	Performing activities that protect the interests of stakeholders from RS at the European level.	Cooperation with the European Commission and BEREC and IRC, including participating in working groups.	●	The Agency actively participated and attended the meetings at the European level.

Monitoring the provision of public communication services	Easing the burden on providers and ensuring easier processing of collected notifications on network disruptions and outages.	A revamp of the system for collecting notifications on network disruptions and outages.	●	The modernisation of the data collection system will be extended into 2021 because of issues with the external contractor, thereby also pushing the revamp of the system for collecting notifications on network disruptions and outages into 2021. The Agency has collected the data on incidents and is taking measures in accordance with their importance; it has sent up to 15 notifications because of the failure to submit relevant data, and launched 3 supervisory procedures in internet neutrality.
	Ensuring network security and integrity, and interrupted service provision.	Systematic collection of reports on potential security incidents and supervision.	●	
	Ensuring emergency call services.	Systematic supervision of the provision of regulatory measures.	●	
	Support for performing the objectives in accordance with regulation.	Systematic supervision of operators and action in the event of violations of the obligation to send relevant data.	●	
	Ensuring an open and neutral internet in accordance with valid legislation.	Supervision of the adherence to the legislation on internet neutrality.	●	
Monitoring the quality of service of fixed and mobile broadband networks	Establishing the provided quality of service on fixed connections. Holding an overview of provider's growing capacities and the impact on using CDNs for centralising the internet, and the related user experience.	Conducting measurements on fixed connections of different operators at the measurement point and in the field.	●	Performing continuous measurements of the quality of service on fixed connections that the Agency has ordered from different internet service providers, both over unbundling and bitstream access. Performing regular measurements according to RFC6349 and ITU-T Y.1564, and comparing the results with the measurements from the field.
The upgrade of the AKOS Test Net platform into a comprehensive solution for monitoring and measurement across all broadband connections	Improving and simplifying the use and increasing the app's reliability and accuracy.	The upgrade of the online version, as well as Android and iOS apps. A revamp of the graphics and changes to the programming code.	●	The Android and iOS versions have been upgraded to support 5G. The online version has not yet been changed, as the developer is yet to complete work.
Collaboration with the relevant ministry in the preparation of the new Electronic Communications Act (ZEKom-2)	Preparing draft proposals for legislative solutions for the relevant ministry in the scope of the Agency's authority.	Participation in the working group appointed by the Ministry of Public Administration, whose objective was to prepare a proposal of the new act.	●	The Agency's employees were members of the working group, and attended all meetings, and prepared detailed proposals. They also prepared comments to the act during the public consult, and drafts to the general acts that will follow the new act.
Resolving operator disputes	Resolving operator disputes through mediation or by issuing a binding decision.	Prompt dispute resolution in the electronic communications and postal markets, and promotion of amicable dispute resolution in an intervention procedure.	●	Because of COVID-19 related interventions, procedures were significantly hindered, resulting in increased duration of resolution procedures. This task was completed in accordance with the plans.

Participation in court supervision procedures against the Agency's decisions in concrete and individual procedures.	This is a permanent task with the objective to achieve that at least 80% of disputed decisions in administrative disputes is not overruled by the courts.	Preparing the responses to the lawsuits and preliminary submissions, and participating at main hearings before the Administrative Court of the Republic of Slovenia.	● This task was performed in accordance with the plan. In 2020, 29 administrative disputes were lodged against the Agency's decisions, and the Agency received 21 rulings or decisions from the court.
Preparing the Strategy of the development of radio and TV programming in the scope of AKOS's authority for the next five-year period (2021-2025)	Ensuring a predictable environment and fulfilling the Agency's obligations from paragraph 11 of Article 109 of the Media Act.	Preparing the Strategy of the development of radio and TV programming in the scope of AKOS's authority for the next five-year period (2021-2025), in which the Agency will present its media-related goals, principles and the vision of its work and planned activities, in the scope of its authority.	● In cooperation with the Broadcasting Council and the Ministry of Culture the Agency prepared a proposal of the Strategy of the development of radio and TV programming in the scope of AKOS's authority for the next five-year period. After this draft strategy was submitted into public consultation, it did the same with the strategy's proposal. The project will be completed in the first quarter of 2021.
Systemic supervision of TV and radio programming content publishers	Ensuring equal conditions for the operation of all stakeholders on the market, and protecting the interests of the viewers and listeners of programming and users of media services.	Systematic supervision of programming content publishers (at its own initiative and following notions), and action in the event of violations of the obligation.	● 48 supervisory procedures were launched, 33 were concluded, of which 18 against publishers of radio programming, and 15 against publishers of television programming. 21 improvement notices were issued.
Issuing a license for performing radio and TV activities and registering on demand audiovisual media services	Ensuring transparency of radio and television station publishers and on demand audiovisual media service providers.	Monitoring the radio in TV market and the market of non-linear AVM services.	● Agency processed 24 administrative cases related to television broadcasting licenses, and 66 administrative cases related to radio broadcasting licenses. There were no new registrations of audiovisual media services in this year.
Collaboration in forming the frameworks for regulating the AVMS field at the EU level	Performing activities that protect the interests of stakeholders from RS at the European level.	Collaboration with the European Commission and ERGO.	● Participation at all plenary meetings and working group meetings in relevant European associations of media regulators, ERGA, EPRA, and CERF.
Assisting the Ministry of Culture in the preparation of the new media legislation (ZMed), in case it is not adopted in 2020	Preparing draft proposals for legislative solutions for the relevant ministry in the scope of the Agency's authority.	The Agency shall cooperate with the ministry in the proposed changes to ZMed.	● In 2020, a new proposal of amended ZMed was published. The Agency actively participated and provided its comments; however, the procedure was not yet completed by the end of 2020.
Supporting the Ministry of Culture in transposing the EU Directive on audiovisual media services into national legislation	Preparing draft proposals for legislative solutions for the relevant ministry in the scope of the Agency's authority.	According to the announcement from the Ministry of Culture the Agency is supposed to be a member of the working group for preparing the amended Audiovisual Media Services Act, which will also include the transposed Directive.	● The Agency was a member of the working group for preparing the amended ZAvMS, which transposes the majority of the Directive. At the end of 2020 the Act was in inter-departmental discussion.

<p>Updating some executive acts related to electronic media that are under the Agency's authority</p>	<p>Ensuring equal conditions for the operation of all stakeholders on the market, and performing the public policies in electronic media that fall under the Agency's authority.</p>	<p>Preparing general acts of the Agency that will be required by the revised Electronic Communications Act and Audiovisual Media Services Act.</p>	<p>● At the request of the Ministry of Culture we prepared draft general acts that are required by the Agency according to ZAVMS.</p>
<p>Direct cooperation with stakeholders on the market</p>	<p>Holding a dialogue with stakeholders on the market, resolving issues and ambiguities related to legislation and the Agency's authority.</p>	<p>Workshops with media publishers and AVMS providers if there is interest from stakeholders or the Agency.</p>	<p>● The Agency has been in dialogue with stakeholders on the market throughout the year, it responded to all the questions, requests and initiatives. There was no interest for workshops, and the Agency held public presentations where there was a need (public tenders for awarding frequencies or rights for digital broadcasting).</p>
<p>Supervising the conditions and prices for accessing the postal network</p>	<p>Ensuring that access prices are cost-based, and that the terms and conditions for accessing the network are transparent and non-discriminatory.</p>	<p>An analysis of the planned changes to access to the network from the perspective of competition law.</p>	<p>● The task was not completed, as no changes to the general terms and conditions and prices for access to Pošta Slovenije's network were made. The task will continue if or when Pošta Slovenije proposes the new general terms and conditions and prices for access to the network are prepared.</p>
<p>Regulation of separate accounting and the universal postal service and preparing a revised reference scenario for net cost calculation</p>	<p>Ascertaining the financial burden on the universal service provider, and, if needed, forming a compensation fund for financing this burden.</p>	<p>Verifying the accuracy of the reference scenario and calculating the net cost of the universal service provider.</p>	<p>● The Agency started the calculation procedure, which will be completed in 2021.</p>
<p>Attending the Union postale universelle (UPU) congress and supporting the activities of the Republic of Slovenia in the scope of UPU</p>	<p>Providing support to the relevant ministry in the scope of the Agency's authority.</p>	<p>Participation at the congress and supporting the relevant ministry in preparing the positions of the Republic of Slovenia at the UPU congress.</p>	<p>● The Agency provided support to the relevant ministry in the activities of the RS in the scope of the UPU congress; however, the UPU congress was not held because of the COVID-19 epidemic.</p>
<p>Analysis of the possibility for implementing new solutions for providing the universal postal service through regulation</p>	<p>Determining the market conditions and potential for implementing new solutions for providing the universal postal service, thereby contributing to providing a free, fair, undistorted and efficient competition on the postal services market.</p>	<p>Preparing the analysis of the possibility for implementing new solutions for providing the universal postal service through regulation.</p>	<p>● The Agency prepared the analysis of some of the new technologies from the perspective of their implementation for the provision of the universal postal service.</p>
<p>Analysis of the postal services market in 2019, and obtaining the data on based on Regulation of cross-border parcel delivery</p>	<p>Determining the market conditions and collecting data, thereby contributing to providing a free, fair, undistorted and efficient competition on the postal services market.</p>	<p>Analysis of the postal services market in the Republic of Slovenia for 2019, and collecting the data, based on the Regulation.</p>	<p>● The Agency prepared and published the analysis of the postal services market in the Republic of Slovenia for 2019, collected the data on tariffs, based on the Regulation, and submitted them to the European Commission.</p>

<p>Collaboration in shaping the frameworks for sorting the postal services at the EU level</p>	<p>Performing activities that protect the interests of stakeholders from RS at the European level.</p>	<p>Participating in working group of the European Regulators Group for Postal Services (ERGP) and the European Commission.</p>	<p>● The Agency attended the meetings of the working group, the contact network and the plenary sessions of ERGP and the Postal Directive Board.</p>
<p>Monitoring how train paths are assigned, the charges for the use the public rail infrastructure, and performing the efficiency regime</p>	<p>Monitoring the activities on the market and promptly reacting to any deviations.</p>	<p>Monitoring train path allocations for the timetable period and ad hoc train paths.</p> <p>Analysis of the realization of allocated train paths</p> <p>Monitoring or verifying the monthly charges for the use of the public rail infrastructure.</p> <p>Monitoring the performance of the effectiveness regime.</p> <p>Issuing corrective measures when irregularities are found.</p>	<p>● Regular monitoring how infrastructure capacities are assigned.</p> <p>● Monthly analysis of the realization of allocated train paths</p> <p>● Review of monthly usage fee charges and periodic verifications of the calculations.</p> <p>● Monitoring the performance of the effectiveness regime on a monthly basis.</p> <p>● In 2020 the Agency completed the minor offence procedure launched in 2019, and issued a decision on the minor offence.</p>
<p>Verifying the cost-basis for charges for the use the public rail infrastructure, and its amount</p>	<p>Providing the manager support with preparing the new methodology and ensuring its compliance with the valid regulations.</p>	<p>Reviewing the new methodology for determining the charges for the use of the public railway infrastructure from the perspective of its compliance with the valid regulations. Verifying how the basis for its calculation was set.</p>	<p>● Verifying compliance of the proposed new methodology with valid regulations.</p> <p>Verifying the cost basis for calculating the usage fee.</p>
<p>Monitoring the provision of access to facilities for additional services in railway traffic and to services therein</p>	<p>Ensuring all carriers have an equal and fair access to required information and additional services in order to ensure competition.</p>	<p>Verifying access to information regarding access to facilities needed by carriers in railway traffic for providing transport services.</p> <p>Ensuring non-discriminatory access to these facilities and that the services provided therein are charged fairly.</p>	<p>● Regularly monitoring access to information, making sure that current, correct and comprehensive information is available to all interested parties.</p> <p>● Reviewing concluded contracts and verifying whether the prices are compliant with valid regulations (costs and reasonable profit).</p>
<p>Collaboration in shaping the frameworks for sorting the railway traffic at the EU level</p>	<p>Participating in the preparation of legal frameworks in the regulatory framework at the EU level.</p>	<p>Participation in working groups of the European Commission and the association of independent regulatory bodies IRC-Rail and ENNRB.</p>	<p>● The Agency actively participated in working groups.</p>

TABLE 2: KEY OBJECTIVE: PROTECTING USERS AND ENSURING THE PROVISION OF THE UNIVERSAL SERVICE

Task	Goals of the task	Description (permanent activities or projects)	Result	Comment
Monitoring the provision of services from the universal service range (telecommunications)	Enforcing the interests of the citizens of RS, which includes access to the universal service to all citizens of the Republic of Slovenia at affordable prices.	Activities related to the universal service by monitoring the provision of the universal service in accordance with the required obligations and the valid executive acts.	●	The Agency has monitored the provision of the universal service in accordance with the general acts, especially from the perspective of including broadband internet access as a universal service.
Dispute resolution between end users and operators, and between operators themselves, and ensuring the rights of passengers in railway traffic.	Resolving the disputes between the users and service providers, and how to protect users' rights.	Prompt dispute resolution in the electronic communications and postal markets and passenger complaints against the carrier's decisions.	●	This task was performed in accordance with the plan, adjusted to the realities of the COVID-19 pandemic. There was a total of 812 disputes processed in 2020, with 600 resolved.
Informing and increasing the awareness of end users and viewers	Providing information to end users and consumers in the sense of empowering them in relation to service providers, so that based on this they will be able to more effectively realize their interests, to educate citizens in competent, critical and responsible use of media and information technologies and services.	Providing information to end users and consumers so that based on this they will be able to more effectively realize their interests. The task includes the operation of the call centre, explanations to end users, publishing documents and informing users through the Agency's website, preparation of brochures with tips and explanations, the operation of the portal for comparing prices, and the MIPI media and information literacy portal, and since 2020, also ensuring cross-border consumer protection in accordance with the rules of the European CPC Regulation.	●	This is a permanent task, and was performed in accordance with the plan, adjusted to the realities of the COVID-19 pandemic. The Agency kept all of its portals promptly update, published numerous information and tips for users, including in relation to COVID-19. It published an e-brochure for end users, prepared 264 written explanations and responded to 378 calls at the call centre. It also resolved 5 cases of cross-border consumer protection according to the CPC Regulation.
Supervision of the fulfilment of advertising provisions	Protecting viewers from excessive and misleading television advertising	Systemic supervision of advertising per hour on local and foreign TV channels.	●	Regularly monitoring the 12 most watched Slovenian television channels and 18 foreign television channels. Detected violations with 2 foreign television channels and requested action from relevant regulatory bodies.
		Preventive supervision of decisions on product placement in the most viewed local television shows.	●	Handling 3 supervisory procedures related to product placement in television shows, issuing 1 improvement notice.

Operating the Gledoskop system for the classification and labelling of audiovisual content	Protecting of children and underage adolescents from potentially harmful content in audiovisual media services	Meetings with the members of the board for content classification and discussions on the suitability of their classifications.	● We held one board meeting, and promptly resolved open questions with individual coders.
Supervision of the implementation of the requirements from the General act on the quality of providing universal postal service	Ensuring required quality of the universal service to all users of postal services across the territory of the RS.	Supervising the methodology and the results of quality measurements of letter mail delivery (mail/ parcels). Supervision of contact points and post boxes. Supervisions based on reports.	● With the support of an external contractor the Agency verified the methodology and the results of letter mail delivery quality measurements, conducted 6 inspection supervision of the quality of the universal service provision, and 19 inspection supervision following reports and initiatives.
Care for the interest of users in the transformation of the postal network	Ensuring a suitable density of the postal network and organization types of contact points for meeting reasonable needs of postal service users, and for the universal postal service to be provided in accordance with legislation.	Ensuring a sufficient number of contact points and sufficiently long business hours.	● In the procedures of reviewing the requests from Pošta Slovenije for transforming or closing down contact points, the Agency reviewed the suitability of the density and business hours of contact points.
Supervision of exemptions from providing universal postal service	Ensuring the provision of the universal postal service (receiving and home delivery) also in rural areas, where the path to the recipients is not laborious, i.e., is safe for the delivery person.	Supervision of derogations from delivery time and delivery to home or detached mailbox.	● The Agency performed 2 supervisions of exemptions from providing universal postal service.
Regulation of prices and general terms and conditions of universal postal service provision	Ensuring that the prices of the universal service are cost-based, while taking into account transparency, non-discrimination and ensuring competition.	Processing applications for changing the prices of universal service in domestic and international traffic.	● The Agency ruled on two requests for changing prices to the universal postal service in domestic and international traffic, and on one request for changing special terms and conditions for performing the universal postal service. The Agency has issued an approval for changes to the prices, and a partial approval for changes to the general terms and conditions.
Price and quality survey on postal services and user needs/satisfaction	Establishing the condition on the market, monitoring the user satisfaction and their needs with regard to the provision of the universal postal service at the required level, and establishing actual user needs with regard to the continuing decline of letter mail and the growth of parcel shipping, especially resulting from e-commerce.	A comparative analysis of prices and quality in cross-border parcel delivery services. A survey on user satisfaction/needs with postal services (general and business users). A survey on user satisfaction/needs with postal services after post office shut downs.	● The Agency conducted the surveys with the assistance of an external contractor, and published them on its website.

Amendments to the General act on the quality of providing universal postal service	We provided the regulatory response to the users' needs, established the conditions on the market, and ensured a suitable quality of the universal postal service.	Preparing the proposed changes to the Agency's general act for ensuring a suitable quality of the universal service, if it should be needed.	● After completing the analysis, the Agency prepared a proposal for the new General act on the quality of universal postal service provision, and after holding a public consultation and partially incorporating the comments received, issued and published it in the Official Gazette of the RS. Because the provider needs to first perform some adjustments, it shall come into effect on 1 July 2021.
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TABLE 3: KEY OBJECTIVE: ENSURING OPTIMUM USE OF A LIMITED RESOURCE

Task	Goals of the task	Description (permanent activities or projects)	Result	Comment
Management of the numbering space in the Republic of Slovenia and of the official register	Ensuring an efficient use of a limited resource (numbering space of RS) in accordance with the valid legislation.	Ensuring efficient use of numbering elements, managing the official record of operators and managing the numbering elements.	●	The Agency has ensured efficient use of numbering elements and managed the official record of operators of electronic communications networks and services.
The Strategy of radio frequency spectrum management	Ensuring a predictable environment for the users of radio frequency spectrum.	The analysis of performing activities, listed in the Strategy of radio frequency spectrum management for the next 3-year period.	●	Because the Agency did not receive an approval for the first version of the strategy, it prepared a new one in accordance with the guidelines from the Ministry of Public Administration, and submitted it for approval to the Government of RS at the end of 2020. Consequently, the task could not be completed in 2020.
Updating the Radio frequency utilization plan (NURF)	Ensuring an efficient use of a limited resource in accordance with the valid legislation.	Detail the purpose of use and method for awarding radio frequencies within radio frequency bands, planned for individual radio frequency service in the Regulation on the radio frequency utilisation plan (NURF), and define the technical parameters for using radio frequencies.	●	The Agency has prepared a draft, held the public consultation and published NURF-4 in the Official Gazette of the Republic of Slovenia, no. 139/2020.

<p>Tenders for radio frequencies for mobile communication services</p>	<p>Award the available radio frequency spectrum promptly, and effectively monitor the awarded resources.</p>	<p>Public tender with a public auction for the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz frequencies.</p>	<p>● After the Agency concluded the public consultation on the information memorandum, it prepared the public tender with a public auction in September, which was then published in December 2020, after reserved prices were approved. The frequencies are expected to be awarded by mid 2021.</p>
		<p>Public tender for local use in the 2300 and 3400 MHz frequency bands.</p> <p>Updating the methodology for monitoring the decisions on awarding radio frequencies based on public tenders.</p>	<p>● Both tasks are planned after the conclusion of the public tender with a public auction for the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz frequencies.</p>
<p>Development of infrastructure for critical communication of the Republic of Slovenia and PMR</p>	<p>Create the conditions for the construction of radio systems for the public protection and disaster relief (PPDR) and connected autonomous driving (CAD) systems, and meet the needs, expressed by the operators for additional radio frequencies for mobile communications.</p>	<p>Holding the public tender with a public auction for awarding radio frequencies for dedicated networks for providing M2M for critical infrastructure in the 700 MHz radio frequency band.</p>	<p>● After the Agency concluded the public consultation on the information memorandum, it prepared the public tender with a public auction in July, which was then published in December 2020, after reserved prices were approved. The frequencies are expected to be awarded in the first quarter of 2021.</p>
		<p>Reassigning the 400 MHz PMR bands.</p>	<p>● The reassignment is implemented in NURF4-b.</p>
		<p>Compiling all the international agreements in the 400 MHz band for broadband systems.</p>	<p>● In procedure, waiting for the decision from Hungary.</p>
		<p>Completing a study and issuing DARFs for connecting base stations of the critical infrastructure network/PPDR in the 6 GHz band.</p>	<p>● As there is no interest from stakeholders, the Agency halted the procedure.</p>
		<p>Monitoring the development of ITS, GSM-R and RMR technologies v connection with the use over 4G/5G technologies.</p>	<p>● The Agency is monitoring the development of technologies and regulatory decisions at the international level.</p>

5G and convergence of public mobile and radio broadcasting services in the UHF band, and a switch from DTT to LTE	Creating the conditions for a successful roll-out of 5G.	Issuing test DARFs.	● If there is interest, the Agency issues DARFs for testing purposes in accordance with the legislation.
Tenders for radio frequencies for audio broadcasting	Awarding remaining available FM frequencies.	Preparing and holding the public tender for FM frequencies by ranges.	● We held the public tender for local radio stations (report from the Broadcasting Council was submitted), and a general public tender (terms and conditions and criteria) for continuing the procedure.
Public tender and awarding frequencies for the new DAB network	Encouraging the user of DAB+ technology.	The Agency shall monitor the market demand and continue with activities at the international level for ensuring additional rights for DAB networks.	● The Agency conducted international activities for ensuring additional DAB rights.
Public tenders for awarding radio station publishers access rights to the digital terrestrial platform	Ensuring that listeners have a diverse and interesting range of available radio stations on this platform; ensuring that all interested publishers have access to these networks.	In cooperation with the Broadcasting Council, the Agency will prepare the legal frameworks and terms and conditions for public tenders for awarding licenses to radio stations on existing and new digital terrestrial network, as they become available.	● The public tender for awarding the licenses for the R3 network was completed, the licenses were awarded to Radio Slovenija's stations, the public tender for awarding the licenses for the R2 network was prepared, as well as the public tender for the R3 network for new stations.
Public tenders for awarding TV station publishers access rights to the digital terrestrial platform	Ensuring that viewers have a diverse and interesting range of available television stations on this platform.	In cooperation with the Broadcasting Council, the Agency will prepare the legal frameworks and terms and conditions for public tenders for awarding licenses to television stations on existing digital terrestrial networks, if there is market interest.	● Because there was no market interest for these licenses, the Agency did not hold any such public tenders.
Activities for the defence of Republic of Slovenia's spectrum	Ensuring Slovenian users can have unhindered use of frequencies.	Participation in the inter-departmental working group and providing expert support. Reporting interference to the appropriate bodies in Italy.	● The Agency has informed relevant ministries and provided technical support to Slovenian holders of decisions on radio frequencies who are facing legal proceedings in the courts. It also regularly establishes and reports interference by Italian radio stations.

Radio frequency spectrum management	Efficiently managing and supervising the radio frequency spectrum of the Republic of Slovenia in accordance with the valid legislation.	Processing applications as they come in and issuing the decisions on the assignment of radio frequencies, managing the database of frequencies and international coordination and optimization of frequencies.	● By issuing DARFs in a timely manner, the Agency supported the possibility of infrastructure upgrades for radio communication services, resolving applications to eliminate interference and to extending decisions.
		Participation in working bodies of international professional organizations and other regulators in order to achieve suitable foundations for managing RF spectrum.	● The Agency amended the concluded bilateral agreements between the administrations of Croatia and Slovenia on the coordination of the bands in 29.7-470 MHz, and completed the project of coordinating and establishing the register of frequencies in the VHF and UHF bands. At the HCM agreement level it managed to include the technical conditions for the 410-430 MHz and 450-470 MHz agreements into the HCM website.
Preparing the regulation, papers, and providing general information about the use of the radio frequency spectrum	environment for the users of radio frequency spectrum.	Participation in the preparation of ZEKom-2, preparing the proposal of the changes to the Decision on the plan for the allocation of radio-frequency bands, in line with the WRC-19 resolutions.	● The Agency has submitted the proposed regulation to the Ministry of Public Administration, and regulation was published in the Official Gazette RS no. 170.
	Holding a dialogue with stakeholders, providing support and explanations related to legislation and the use of the radio frequency spectrum.	Cooperation with domestic institution and other stakeholders, and if needed holding workshops and consultations.	● The Agency held 6 consultation with stakeholders.
Supervision of the radio frequency spectrum and ensuring uninterrupted use of radio frequencies to DARF holders	Ugotoviti in odpraviti nepravilnosti pri uporabi RF spektra ter odpraviti morebitne motnje in s tem zagotoviti nemoteno uporabo radijskih frekvenc vsem uporabnikom.	Monitoring radio frequency use and taking measures when needed. Resolving issues of DARF holders when interference in these frequencies occurs.	● The Agency has successfully resolved all reports of interference. In general, in these cases there is good cooperation with DARF holders.

TABLE 4: KEY OBJECTIVE: OPTIMIZING INVESTMENTS IN INFRASTRUCTURE

Task	Goals of the task	Description (permanent activities or projects)	Result	Comment
Mapping and analysing the telecommunications infrastructure in the RS	Preparing backgrounds for market analyses and consequently adjusting the regulation to the actual market conditions, while also encouraging shared infrastructure use.	Upgrade to the GIS database on telecommunications infrastructure, and preparing the analyses of telecommunication infrastructure.	●	The Agency has regularly updated the GIS database. At the same it also updated and upgraded the system to optimum performance and ensured information security of the collected data.
Regular upgrades to the mapping system and updating the GEOPORTAL	Allowing stakeholder on the market an insight into spatial data for network construction in order to encourage shared infrastructure use.	Regular upgrades to the mapping system. Updating the public portal for access to and reviewing spatial data GEOPORTAL.	●	The Agency regularly updated and maintained the public viewer GEOPORTAL, where users can examine electronic communications infrastructure and network coverage.
Monitoring and encouraging investment into the construction of high-capacity public electronic communications networks	Ensuring optimum planning for construction and maintenance of communication and other public utility infrastructure of local communities and other important investors in PUI.	Legal authority for administrating the system for publishing the constructions and connections with other geographic information systems. Maintaining the portal for infrastructure investments.	●	Launching 44 systemic inspections of suitability of easement agreements.
Resolving the issue of registering communication infrastructure in public registers	Verifying the fulfilment of obligations from Article 14 of ZEKom-1 and improving the utilization of existing public utility infrastructure with shared use (Article 91 of ZEKom-1).	Monitoring that communication infrastructure is entered correctly into the records of infrastructure networks, and preparing uniform rules for entering TC infrastructure.	●	Launching 8 supervisory procedures. In cooperation with the Surveying and mapping authority of the Republic of Slovenia (GURS) and the Ministry of Public Administration all the recommendations for registering TC networks.
Supervision of performing obligations of exhibited market interest	Active participation in the process of shared use and the vision of infrastructure development.	Monitoring the realisation of expressed market interest.	●	Launching supervisory procedures for all operators who expressed market interest in 2016. We held: 2 workshops for local communities in different regions, 2 consultations with other stakeholders in PSI, individual consultations with local communities and infrastructure operators on improving the conditions for shared investments.
Analysis and promotion of conducting shared use of other types of public service infrastructure (PSI) with communication networks	Holding a dialogue with stakeholders, providing support in the field for raising awareness of the legislation among stakeholders, and creating a better climate for shared investments.	Holding workshops and consultations for the public.	●	This task was completed in accordance with the annual plan. 5 disputes related to shared construction and access to existing infrastructure were resolved.
Dispute resolution regarding shared use and construction of electronic communications networks	Resolving the dispute between the owner of the infrastructure and the party seeking access or expressing interest for joint construction.	Reševanje sporov med infrastrukturnimi operaterji in operaterji, ki bi želeli izvajati soinvesticije ali uporabiti že zgrajeno infrastrukturo s ciljem znižanja stroškov elektronskih komunikacijskih omrežij.	●	Naloga je potekala skladno z letnim načrtom. Rešenih je bilo 5 sporov povezanih s skupno gradnjo in dostopom do obstoječe infrastrukture.

TABLE 5: KEY OBJECTIVE: INCREASING EFFICIENCY AND REDUCING REGULATORY BURDENS

Task	Goals of the task	Description (permanent activities or projects)	Result	Comment
Modernisation and automation of data collection for obligatory reporting	Providing a comprehensive system that supports a timely data collection, processing, analysis and graphic presentation, with more automated reporting and processing, thereby reducing the administrative burden of obligatory reporting for both operators and the Agency.	Modernization of the system for collecting the data from the mandatory reports from operators.	●	In 2020, because of issues with external contractors, the Agency once again published the public tender for selecting the provider for the modernisation of the data collection system. The project will be completed in 2021.
Modernisation of the Agency's business information system for administrating registries and issuing decisions on fee payment	Improving the efficiency of the Agency's operations.	An upgrade and improvement of the Agency's business information system.	●	At the end of 2020 the Agency published the public tender for developing a new eAKOS business information system that the Agency uses for administering registries and issuing decisions on fee payment. The development will be conducted in five stages, which will be completed by August 2023, according to plans.
Submitting public information and informing the public in a timely manner	Ensuring that the Agency operates publicly and transparently in accordance with legislation.	Submitting public information and answering journalists' questions within the legal deadlines, and being proactive in public relations.	●	In 2020 the Agency handled a total of 39 requests for access to public information, and responded to 79 questions from journalists. It responded to all of them within the legal deadline.
Information module for obtaining and processing statistical data (for postal services)	Providing a comprehensive system that supports a timely data collection, processing, analysis and graphic presentation, with more automated reporting and processing, thereby reducing the administrative burden of obligatory reporting for both operators and the Agency.	Modernisation of the data collection system that the Agency requires for market analysis, and based on the Regulation on cross-border parcel services.	●	The project is related to the modernization of the system for collecting the data from the mandatory reports from operators. Because of issues with external contractors, the project will continue into 2021.
Upgrade and maintenance of the e-Analitik portal	Providing the public with on-line access to the data from the electronic communications market.	Updating the portal and its upgrade by including the graphic presentation of the data available to the Agency also from its other areas of operations.	●	The Agency has regularly updated the portal and conducted all the required upgrades.

TABLE 6: ADDITIONAL TASKS THAT WERE NOT PLANNED IN THE 2020 ACTION AND FINANCIAL PLAN

Task	Goals of the task	Description (permanent activities or projects)	Comment
Organization of work the Agency's because of the COVID-19 epidemic	Ensuring that the Agency operates efficiently, and fulfils all of its legal obligations in spite of the fact that the COVID-19 epidemic was declared, while adhering to all the measures, adopted at the level of the state and the Agency.	Reorganisation of the work, including remote work from home, while adhering to the Agency's information security policy; adopting internal instructions for ensuring a safe work environment at the Agency; ensuring that the measures at the Agency are performed; ensuring that there is enough protective equipment for employees; informing employees and the public on how the Agency operates during the pandemic.	The task was completed as a response to the unexpected onset of the COVID-19 epidemic. In 2020 the Agency was forced to adjust its work obligations to the declared epidemic, while also ensuring a safe work environment for all of its employees.
Proposed act on combining agencies	Ensuring effective and independent operation of the Agency in accordance with the legislation and EU directives.	Submitting comments to the proposed act on combining 8 agencies into two larger public agency after the invitation of the ministry, and submitting additional comments to the National Assembly.	The Agency was not included in the procedure of preparing the act; however, it managed to prepare extensive comments in an exceptionally short time, and submit them to all four relevant ministries and the Government of the RS. After the act was adopted by the Government of the RS, the Agency submitted additional comments to the National Assembly of the RS.
General act on transfer speed for a functioning internet access	Updating the General act with regard to the changes on the market.	Amending the General act and preparing the Analysis of the impact of changes to the transfer speed for a functioning internet access.	Because of changes on the market, the Agency prepared at the end of 2020 a proposal for changes to the general act, and submitted it into public consultation. The amended general act is planned to be adopted in early 2021.
General act on the quality of the universal service	Updating the General act with regard to the changes on the market.	Amending the General act and preparing the Analysis of the impact of changes to the quality of the universal service.	Because of changes on the market, the Agency prepared at the end of 2020 a proposal for changes to the general act, and submitted it into public consultation. The amended general act is planned to be adopted in early 2021.

Analysis of the effects of regulating markets 3a and 3b	Preparing the analysis of the effects of the regulation on relevant markets 3a and 3b, and a review of the obligations from currently valid decisions in the light of EECC with questions that were mainly aimed at operators.	Preparing and putting the analysis into public consultation.	Preparing the internal analysis that served as the foundation for further work and expert decisions of the Agency in relation to regulating relevant markets 3a and 3b.
Comments on the legislative proposal of the DMA	Preparing the positions on and assessments of the legislative proposal for the Digital Markets Act (DMA).	Reviewing the legislative proposal of the Digital Markets Act (DMA), and preparing the Agency's position which was submitted to the relevant ministry.	Preparing and submitting the position that can assist in forming the official position of the Republic of Slovenia, and which reflects the interests and positions of relevant bodies in the RS.
Recommendation regarding the operators' actions, if a decision on assigning numbering elements is annulled ex officio	Preparing a recommendation for resolving the situation related to annulling a decision on assigning numbering elements ex officio.	Preparing and publishing the Recommendation for public consultation, and the final publication on the Agency's website.	The goal of the recommendation is to protect end users, so they are not left without service, if numbering elements are revoked from an operator who holds a decision.
Awarding the number 116 000 for a helpline for reporting missing children	Awarding the number 116 000.	Holding the public call and awarding the number 116 000.	Following the public call, the Agency received interest from a single party for providing the service of the "Telephone helpline for missing children". In October Police began providing services on this number.
Regulatory response to the impact of the COVID-19 epidemic on the electronic communications market	Ensuring effective provision of electronic communications services and monitoring that the market operates appropriately during the COVID-19 epidemic.	Preparing responses, participating in meetings with stakeholders on the market, and the relevant ministry regarding service provision during the COVID-19 epidemic. Regular reporting to BEREC.	The task was completed as a response to the unexpected onset of the COVID-19 epidemic.
Publishing a new General act on the accounting information and the calculation of the net cost of the universal postal service obligation	Ensuring better regulatory transparency and predictability in normative regulation of the content, format and structure of accounting information, method and elements of calculating the net cost of the obligations of the universal postal service, and in the definition of unfair financial burden.	Preparing a proposal of the new general act, holding a public consultation, responding to the received comments, and publishing the general act in the Official Gazette of RS.	The task was completed after the Agency established that in spite of a clear, unambiguous and exact legal resolution for the method of calculating the net cost, different explanations of the calculation have cropped up in practice. By issuing a new general act the Agency has additionally cleared up the method of calculating the net cost, and defined unfair financial burden.

<p>Publishing the Agency's recommendation related to the procedures of closing down Pošta Slovenije's contact points</p>	<p>Ensuring a regulatory promotion for proactively finding solutions that would be acceptable both to Pošta Slovenije, d.o.o., and the local community, if Pošta Slovenije intends to close down a contact point. Mainly encouraging the stakeholders to establish and strengthen their communication.</p>	<p>Preparing a proposal of the recommendation, holding a public consultation, responding to the received comments, and publishing the general act on the Agency's website.</p>	<p>The task was completed as a response to the detected lack of communication between stakeholders, and consequent dissatisfaction of some users and local communities to Pošta Slovenije closing down its contact points.</p>
<p>Regulatory response to the impact of the COVID-19 epidemic on the postal services market</p>	<p>Ensuring the provision of the universal postal service, and appropriate operation of the postal services market during the COVID-19 pandemic.</p>	<p>Cooperating with the relevant ministry in relation to the provision of the universal postal service and mail delivery during the epidemic, publishing the expectations and the Agency's explanations to Pošta Slovenije, and other providers of postal services regarding their obligations for the duration of the epidemic, and introducing an exception to the use of the sticker for preventing unsolicited mail in the mailbox.</p>	<p>The task was completed as a response to the unexpected onset of the COVID-19 epidemic.</p>
<p>Supervision of the operations of the public railway infrastructure manager</p>	<p>Reviewing the content of the Network programme and its alignment with valid legislation.</p>	<p>Providing comments in the preparation of the 2022 Network programme and the changes to the 2021 Network programme.</p>	<p>This task was done as a response to the Agency finding that it is key for the manager to promptly harmonize the wording of the document with valid legislation and to make the document more transparent.</p>
<p>A comprehensive review of the implementation of individual segments of measures of shared construction with regard to legal obligations and the practice</p>	<p>Optimisation of the measures for reducing the costs of deploying electronic communications networks.</p>	<p>Collecting information, processing and examining the implemented measures for shared construction in practice and planning further activities in this area.</p>	<p>The analysis of shared construction of electronic communications network and other public utility infrastructure was published on the Agency's website in July 2020.</p>
<p>Cooperation with the Ministry of Public Administration and GURS in preparing comprehensive instructions for entering TC infrastructure in the collective land register of public utility infrastructure</p>	<p>Ensuring better record-keeping of electronic communications infrastructure in the land register.</p>	<p>Cooperation in the review of subjects of entry into the land register, and conditions for taking records, explanations, etc.</p>	<p>Additional explanations for preparing the cadastral study for public utility infrastructure facilities for electronic communications were published on GURS's website in June 2020. Examples of records of electronic communications networks in the land register of public utility infrastructure, and FAQs were published on GURS's website in December 2020.</p>

1 OCCURRENCE OF POTENTIAL UNACCEPTABLE OR UNEXPECTED CONSEQUENCES AND THE ESTIMATE OF THE EFFECTS OF OPERATIONS ON OTHER AREAS

The Agency's work affects the operations of the regulated organizations in telecommunications, radio frequency broadcasting, media, post and railways. The tables above show that the Agency has concluded most of the tasks it set for 2020. As a result of the declared COVID-19 epidemic and promptly responding to market conditions the Agency also conducted some additional tasks that were not part of the 2020 Operational and Financial Plan.

Implementation of the Agency's Financial Plan is detailed in chapter 3.2.3. Realization of the financial plan on the accrual basis It was realized in 87% on the revenue side, and 80% on the expenditure side. The Agency estimates that there were no unexpected or unacceptable consequences resulting from its operations.

2 ASSESSMENT OF THE EFFECTIVENESS AND EFFICIENCY OF OPERATIONS

The Agency estimates that considering the adopted 2020 Operational and Financial Plan, and considering the impact of the COVID-19 epidemic on the year 2020, it operated economically and efficiently. Under the given conditions and in the scope of the limitations it achieved the majority of the goals it set out, as evident from the tables above.

The relevant ministry did not provide the Agency with any guidelines regarding the assessment of effectiveness and efficiency.

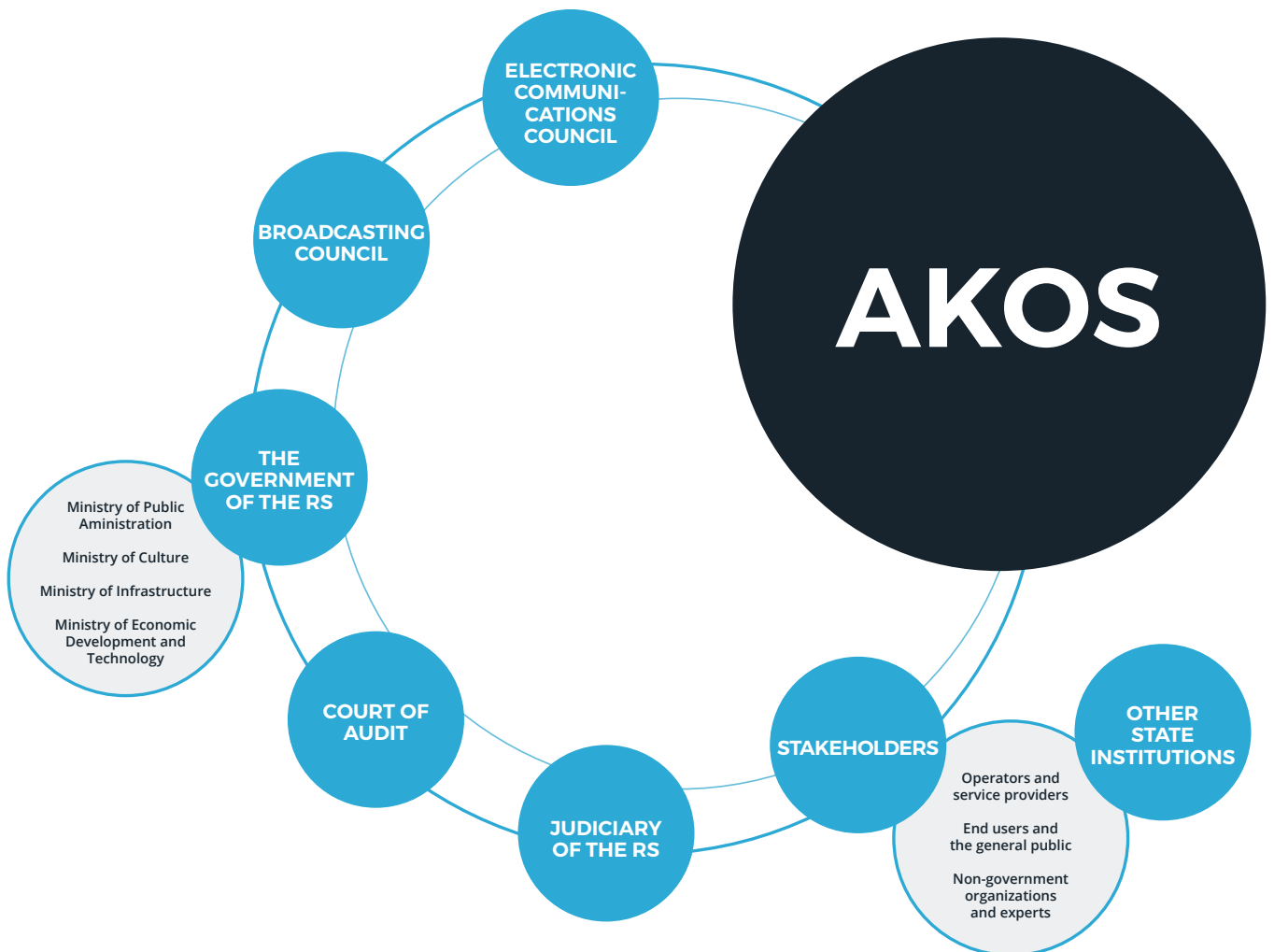
III AKOS AT A GLANCE

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.

The Agency 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 provid-

ers, holders of licenses for frequencies and the numbering space, providers of postal and railway services, and providers of TV and VOD services. Transparency in the Agency's operations is ensured through collaboration with the public (carriers and service providers, end users, the general public, and NGOs), the Electronic Communications Council, the Broadcasting Council, state bodies, and 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.

FIGURE 2: THE INSTITUTIONAL ENVIRONMENT OF THE AGENCY FOR COMMUNICATION NETWORKS AND SERVICES OF THE REPUBLIC OF SLOVENIA

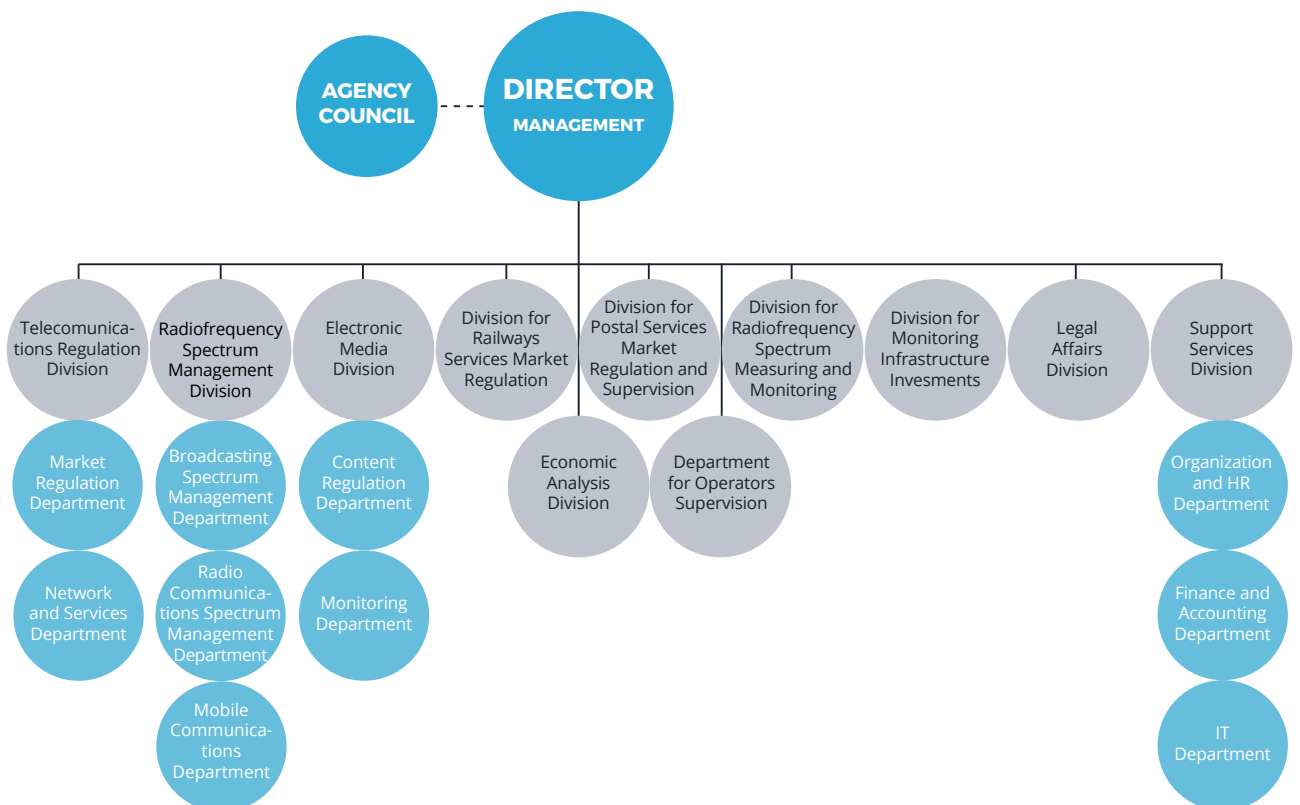


In accordance with its strategic objectives the Agency undertakes to ensure the accessibility and high quality of universal services to all residents of Slovenia at affordable prices and regardless of their geographic location, effective competition in the market, and competitiveness among service providers. 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.

In its work the Agency strives to pursue the objective of protecting national interests and the interests of service users. The Agency's objectives

also include encouraging the development and introduction of new services and technologies for a higher quality of living, and the development of the economy by ensuring suitable conditions for new investments, and the development and improvement of radio and television programs, and their availability to the public on any device capable of receiving them. The Agency undertakes to improve the system of administration with the goal of performing its tasks successfully, effectively, and in accordance with valid legislation. The Agency's Director and Council form the Agency's bodies; further there are 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.

FIGURE 3: THE ORGANIZATION OF THE AGENCY FOR COMMUNICATION NETWORKS AND SERVICES OF THE REPUBLIC OF SLOVENIA



IV MARKETS IN NUMBERS

Trends in markets within the Agency's authority in the period of 2017-2020. It is understood that:

- Figures are shown on an annual basis;
- In calculating the penetration of individual services, we used data from the Statistical Office of the Republic of Slovenia, specifically taking the number of residences from the census and the EU-SILC study (up to Q4 of 2015), and the number of residents from officially published data for individual periods.
- A user of fixed telephone services is a residential user who uses fixed telephone services. The data pertains to the average amount of calls made by residential users in fixed networks.
- A user of mobile telephone services is a residential user who uses mobile telephone services. The data pertains to the average amount of calls made from mobile networks or text messages sent or mobile broadband internet access data transferred by residential users.
- Number porting means the number of ported mobile phone numbers (transactions) to providers in the observed period, which includes all transactions (to various providers and back to the original provider).
- For the number of television or radio channels data are based on the number of holders of licenses (publishers) for conducting television or radio activities.
- A digital right is a license to perform television and radio activities in a digital format.
- Due to subsequent amendments providers made to the data there is the possibility that there could be some deviation from the previously published figures.

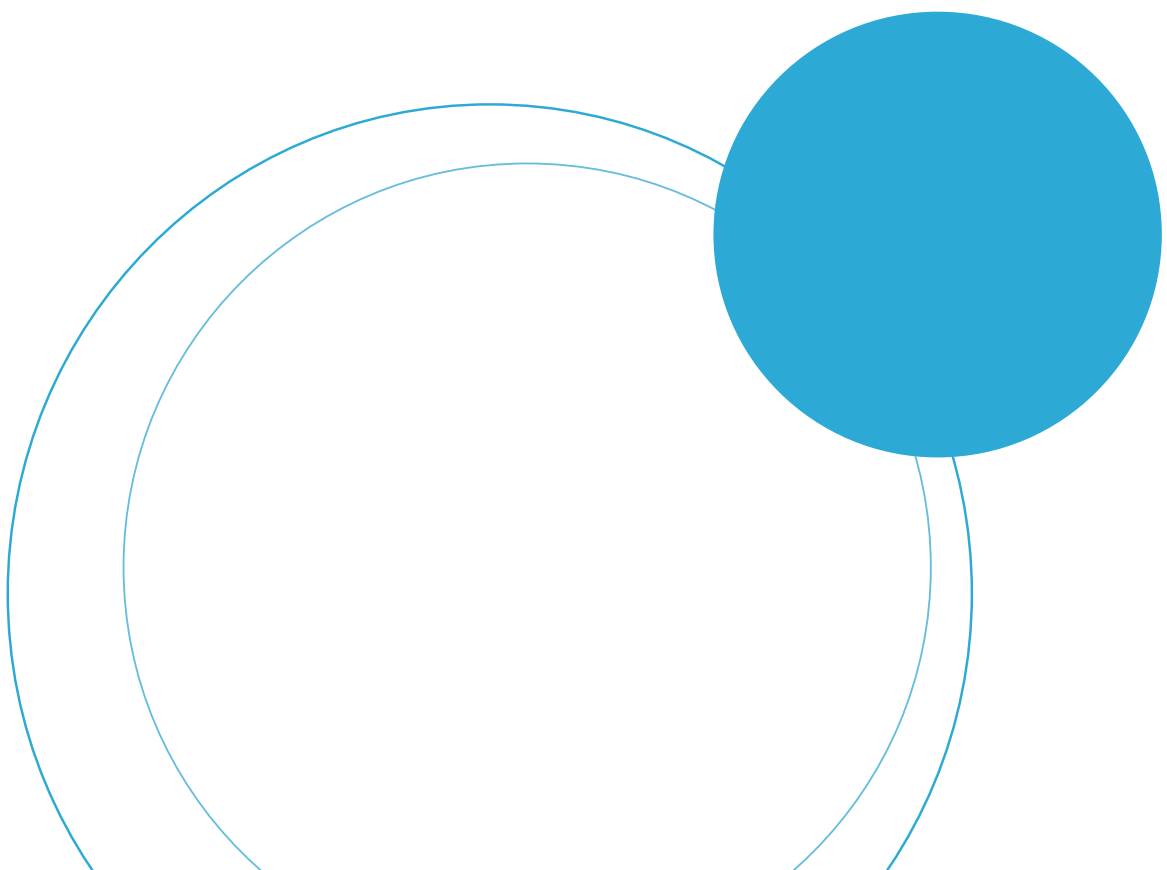
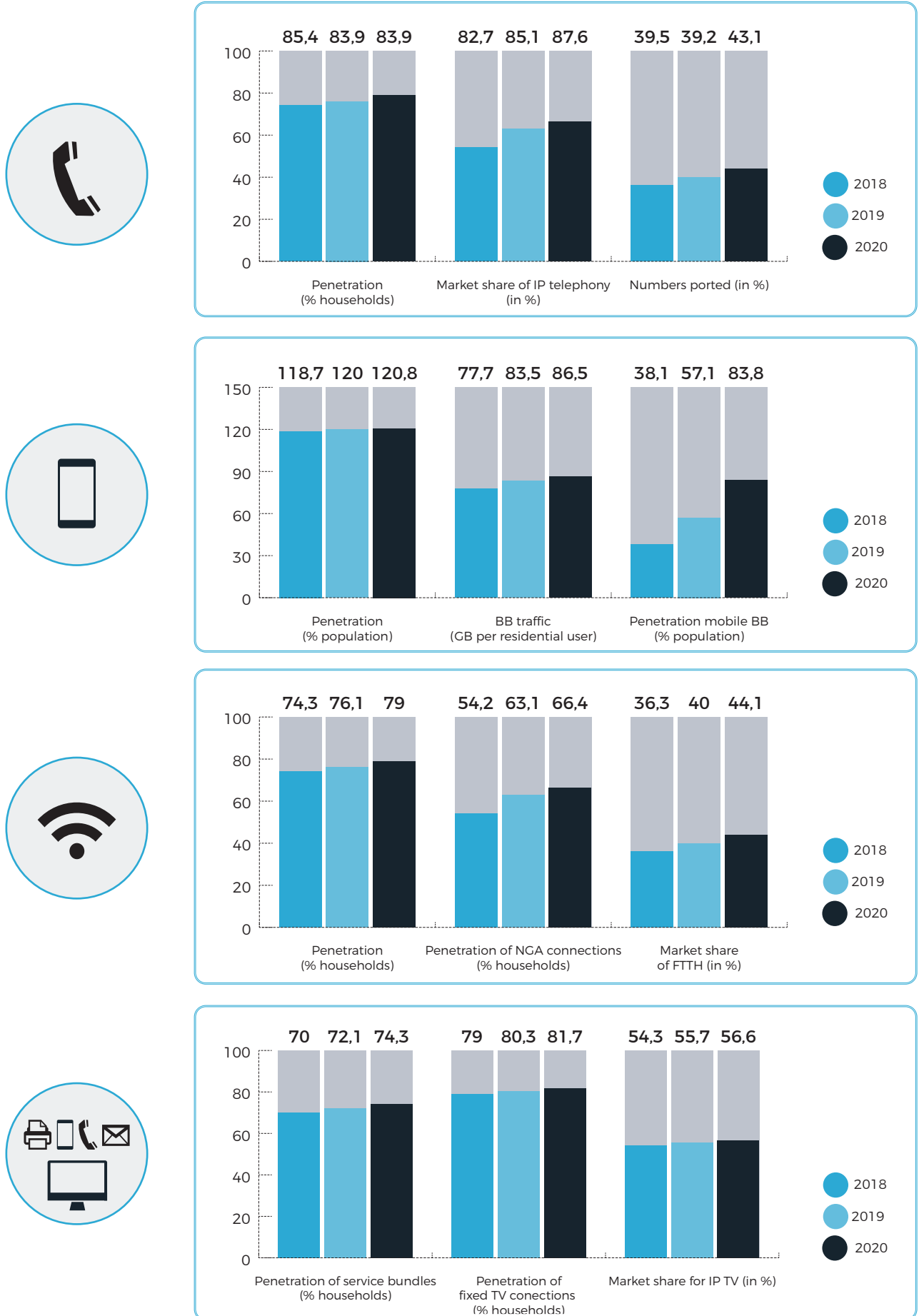
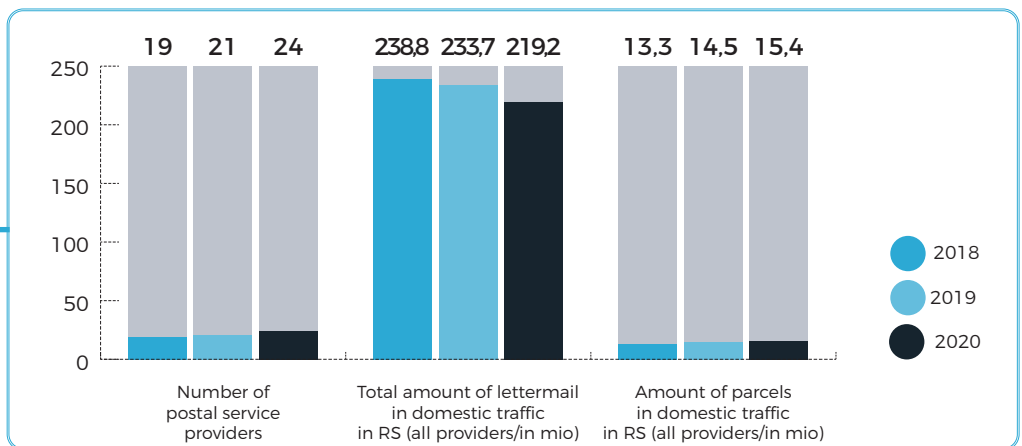
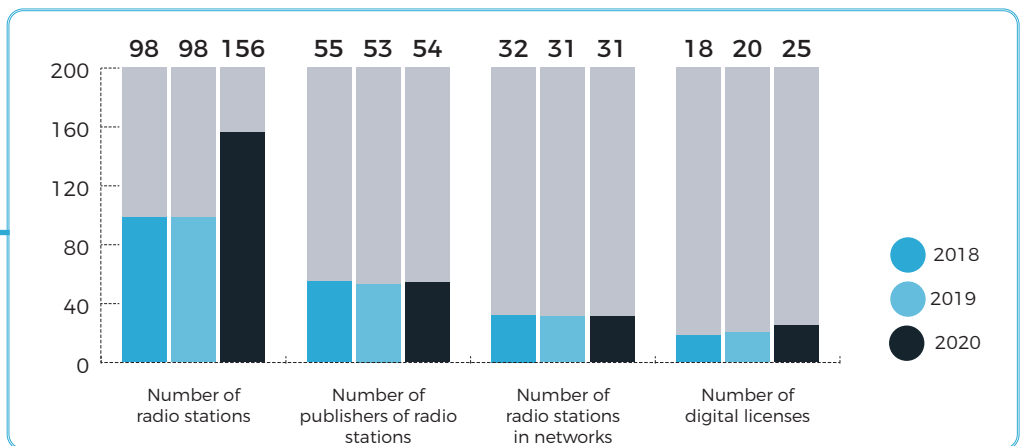
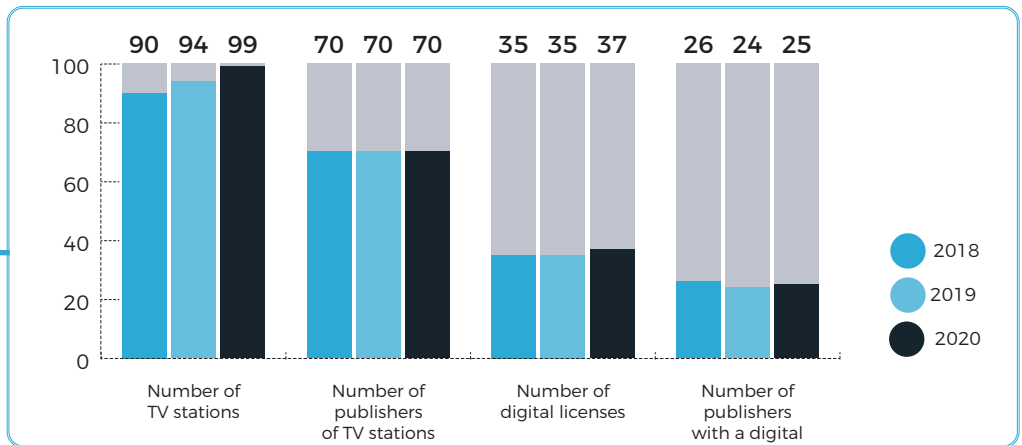


FIGURE 4: TRENDS IN MARKETS THE AGENCY'S HAS AUTHORITY OVER IN THE PERIOD OF 2018-2020





V BACKGROUND PAPERS

Background papers in areas that fall within the Agency's competencies are comprised of Acts adopted by the National Assembly, as well as by-laws that the government adopts), ministries (rules), or the Agency itself (general acts, recommendations) adopts. Because Slovenia is part of the European legal order, sectoral Acts are based on EU directives that have been transposed into Slovenian legal order. In its work the Agency takes into consideration the recommendations and guidelines from the European Commission, as well as international Acts that are valid in the Republic of Slovenia.

Electronic Communications:

- Electronic Communications Act (Official Gazette of the Republic of Slovenia no. 109/12, 110/13, 40/14 – ZIN-B, 54/14 – Constitutional Court decision and 81/15, 40/2017, 30/2019 – Constitutional Court decision)
- General act on detailed invoice (Official Gazette of the Republic of Slovenia, no. 99/13)
- General act on the security of network and services (Official Gazette of the Republic of Slovenia, no. 75/13 and 64/15)
- General act on data storage protection (Official Gazette of the Republic of Slovenia, no. 75/13)
- General act on taking into account the measures regarding the provision of price options for setting the plans for consumers with low income or special needs in the scope of ensuring the universal service (Official Gazette of the Republic of Slovenia, no. 62/13)
- General act on elements of a reference offer for unbundled access to the local loop (Official Gazette of the Republic of Slovenia, no. 6/19)
- General act on collecting, using and sharing data on the development of the electronic communications market (Official Gazette of the Republic of Slovenia, no. 77/16 and 58/19)
- General act on the format and method of publishing a notification on changes to the terms and conditions from the subscriber agreement (Official Gazette of the Republic of Slovenia, no. 62/13 and 43/17)
- General act on the quality of the universal service (Official Gazette of the Republic of Slovenia, no. 27/2018)
- General act on number porting (Official Gazette of the Republic of Slovenia, no. 62/13 and 23/18)
- General act on transfer speed suitable for functioning internet access (Official Gazette of the Republic of Slovenia, no. 27/2018)
- General act on the content and format of the notice on providing public communication networks or providing public communication services (Official Gazette of the Republic of Slovenia no. 62/13)
- General act on the method of calculating the net costs of the universal service (Official Gazette of the Republic of Slovenia, no. 27/2018)
- The General act on transparency relating to planned construction work and on shared construction of public service infrastructure (Official Gazette of the Republic of Slovenia, no. 9/18)
- General act on access to existing physical infrastructure (Official Gazette of the Republic of Slovenia, no. 12/18)
- General act on minimum requirements in planning and construction of access and distribution points (Official Gazette of the Republic of Slovenia, no. 39/18)
- General act on the numbering plan (Official Gazette of the Republic of Slovenia, no. 62/13, 107/13 and 41/18)
- General act on the method of calculation of the payment for using numbering elements (Official Gazette of the Republic of Slovenia, no. 31/13, 21/16 and 15/17 and 72/18)
- General act on the content and format of the application for issuing a decision on assigning numbering elements (Official Gazette of the Republic of Slovenia, no. 62/13 and 72/18)

- General act on the size of numbering blocks that require a project to be included to the application (Official Gazette of the Republic of Slovenia, no. 62/13 and 72/18)
 - Regulation (EU) 2015/2120 of the European parliament and the council of 25 November 2015 on defining the measures related to access to the open internet, and amendments to the Directive 2002/22/EC on the universal service and the users' rights related to electronic communications networks and services, and the Regulation (EU) No 531/2012 on roaming in public mobile communications networks in the EU (OJ L no. 310 of 26 November 2015)
 - The European Commission Implementing regulation (EU) 2016/2286 of 15 December 2016 on defining the required rules for using the fair use policy and the methodology for assessing the permanence of eliminating retail surcharges for roaming, and regarding the application submitted by the roaming provider for the purpose of the above assessment.
 - Regulation (EU) 2017/920 of the European Parliament and Council of 17 May 2017 on the changes to the Regulation (EU) no. 531/2012 regarding the rules for wholesale roaming markets;
 - Regulation (EU) 2018/1971 of the European Parliament and Council of 11 December 2018 on the establishment of the Body of European Regulators of Electronic Communications (BEREC) and the Agency to support BEREC (BEREC Office), changes to the Regulation (EU) 2015/2120 and the annulment of the Regulation (EC) no. 1211/2009 (hereinafter: the BEREC Regulation).
- Electronic Media:**
- Media Act (Official Gazette of the RS no. 110/2006-UPB1, 36/2008-ZPOmK-1, 77/2010-ZSFCJA, 87/2011-ZAvMS, 47/2012, 47/15-ZZSDT, 22/16, 39/16, 45/19 – Constitutional Court decision); hereinafter: ZMed);
 - The Act on Audiovisual Media Services (Official Gazette of the RS, no. 87/11 and 84/15; hereinafter: ZAvMS).
 - General act on the protection of children and minors in television programming and on demand audiovisual media services (Official Gazette of the Republic of Slovenia, no. 84/13);
 - General act on the license for providing radio or television activities (Official Gazette of the Republic of Slovenia, no. 95/06 and 25/07)
 - Methodology for monitoring audiovisual media services and radio programming (Official Gazette of the Republic of Slovenia, no. 31/12)
 - General act on declaring on demand audiovisual media services (Official Gazette of the Republic of Slovenia, no. 35/12)
 - Rules on assigning the visual and sound warning for content that is not suitable for children and minors (Official Gazette of the Republic of Slovenia, no. 50/14)
 - Rules on measures for defining own production content (Official Gazette of the Republic of Slovenia, no. 77/02)
 - Rules on programs of special significance (Official Gazette of the Republic of Slovenia, no. 85/02)
 - Regulation on the criteria for creating the list of the most significant events (Official Gazette of the Republic of Slovenia, no. 105/01)
 - Regulation on the measures and conditions for determining Slovenian audiovisual works (Official Gazette of the Republic of Slovenia, no. 105/01)
 - General act on establishing a method for determining population coverage in the territory of the Republic of Slovenia with analogue terrestrial radio programs disseminated through radio frequencies for analogue broadcasting (Official Gazette of the Republic of Slovenia, no. 138/06)
 - Decision on determining the list of the most significant events (Official Gazette of the Republic of Slovenia, no. 18/03)
 - General act on product placement and sponsorships (Official Gazette of the Republic of Slovenia, no. 44/12)
 - Rules on the method of calculating charges based on the television broadcasting license or entry in the official records of providers of the audiovisual media services on demand (Official

Gazette of the Republic of Slovenia, no. 72/12)

- General act on themed television programming (Official Gazette of the Republic of Slovenia, no. 67/16)

Postal Services:

- Postal Services Act (Official Gazette of the Republic of Slovenia no. 51/09, 77/10, 40/14 – ZIN-B and 81/15).
- General act on the mediation process between the participants in the postal business (Official Gazette of the Republic of Slovenia, no. 55/2010);
- General act on exemptions from the provision of the universal postal service (Official Gazette of the Republic of Slovenia, no. 22/2010 and 58/2013);
- General act on the sticker prohibiting mail delivery into the mailbox (Official Gazette of the Republic of Slovenia, no. 22/2010 and 65/2014);
- General act on separate accounts and prohibition of subsidies (Official Gazette of the Republic of Slovenia, no. 29/2010);
- General act on the accounting information and the calculation of the net cost of the universal postal service obligation (Official Gazette of the Republic of Slovenia, no. 110/2020);
- General act issuing postage stamps and pre-paid stationery (Official Gazette of the Republic of Slovenia, no. 22/2010 and 32/2016)
- Rules on the method of calculating and settling payments for providing postal services (Official Gazette of the Republic of Slovenia 109/2009);
- Rules on the official ID card of an authorized person of the Agency for Communication Networks and Services of the Republic of Slovenia (Official Gazette of the Republic of Slovenia no. 11/2015);
- Instruction on handling postal items with prohibited content (Official Gazette of the Republic of Slovenia, no. 47/2010).
- Regulation (EU) 2018/644 of the European Parliament and Council of 18 April 2018 on cross-border parcel delivery services
- Implementing regulation (EU) 2018/1263 of the European Commission of 20 September

2018 on preparing forms for submitting the information by parcel delivery service providers in accordance with Regulation (EU) 2018/644 of the European Parliament and Council

- Regulation on implementing the Regulation (EU) on cross-border parcel delivery services (Official Gazette of the Republic of Slovenia, no. 3/2019)

Railways:

- Railway Transport Act (Official Gazette of the RS, no. 99/15 – official consolidated text and 30/18);
- General act on setting the deadline for responding to requests for additional services in railway traffic (Official Gazette of the Republic of Slovenia, no. 52/18);
- Regulation on train path allocation, usage fee and efficiency regime on public rail infrastructure (Official Gazette of the Republic of Slovenia, no. 44/16 and 121/20).

Radio Spectrum:

- Electronic Communications Act (Official Gazette of the Republic of Slovenia no. 09/12, 110/13, 40/14 – ZIN-B, 54/14 – Constitutional Court decision, 81/15, 40/17 and 30/2019 – Constitutional Court decision);
- Digital Broadcasting Act (Official Gazette of the Republic of Slovenia, no. 102/07, 85/10, 47/12 and 109/2012-ZEKom-1)
- Radiotelevizija Slovenija Act (Official Gazette of the RS, no. 96/05, 109/05 – ZDavP-1B, 105/06 – Constitutional Court decision, 26/09 – ZIPRS0809-B and 9/14)
- Act Ratifying the European Transfrontier Television Convention and the Protocol amending the European Transfrontier Television Convention (Official Gazette of the Republic of Slovenia – International treaties, no. 18/1999);
- Act Ratifying the Regional Agreement Relating to the Use of the Band 87.5–108 MHz for FM Sound Broadcasting (Region 1 and Part of Region 3) /MOSUPZR/ (Official Gazette of the Republic of Slovenia 19/97, International treaties, no. 5);
- Decree ratifying the FINAL ACTS of the Regional Radiocommunication Conference for planning

of the digital terrestrial broadcasting service in parts of Regions 1 and 3, in the frequency bands 174-230 MHz and 470-862 MHz (RRC-06) (Official Gazette of the RS, no. 30/2013);

- Regional Agreement for the European Broadcasting Area concerning the use of frequencies by the broadcasting service in the VHF and UHF bands, signed in Stockholm 23 June 1961
- Act Ratifying the Chester 1997 Multilateral Coordination Agreement relating to Technical Criteria, Coordination Principles and Procedures for the introduction of Terrestrial Digital Video Broadcasting (DVB-T) (MCVUTV);
- Regulation on the radio frequency band allocation plan (Official Gazette of the Republic of Slovenia, no. 69/13, 1/17, 170/20)
- Decision on managing radio-frequencies for state needs (Official Gazette of the RS, no. 61/05);
- Rules on radio equipment (Official Gazette of the Republic of Slovenia, no. 3/16 and 9/20);
- General act on the Radio frequency utilization plan (NURF-4) (Official Gazette of the Republic of Slovenia, no. 10/18, 46/19 and 139/20);
- General act on the conditions for radio frequency utilization for amateur radio and satellite amateur radio services (Official Gazette of the Republic of Slovenia, no. 68/13, 48/18);
- General act on limiting signals of analogue audio broadcasting radio stations (Official Gazette of the Republic of Slovenia, no. 44/13);
- General act on the calculation method for payments for the use of radio frequencies (Official Gazette of the Republic of Slovenia, no. 30/13 (33/13 correct., 40/13 correct.), 81/14, 21/16, 63/16, 64/19);
- General act on the use of the RDS system and identification in DAB networks (Official Gazette of the Republic of Slovenia, no. 67/15).

Other important acts:

- General Administrative Procedure Act (Official Gazette of the Republic of Slovenia no. 24/06 – official consolidated text 105/06-ZUS-1, 126/07, 65/08, 8/10, 82/13, and 175/20 – ZIUOPDVE);
- Inspection Act (Official Gazette of the RS 43/07-UPB1, 40/14)
- Minor Offences Act (Official Gazette of the Republic of Slovenia, no. 29/11 – official consolidated text, 21/13, 111/13, 74/14 – Constitutional Court decision, 92/14 – Constitutional Court decision, 32/16, 15/17 – Constitutional Court decision, 73/19, Constitutional Court decision, 175/20 – ZIUOPDVE, and 5/21 – Constitutional Court decision);
- Administrative Dispute Act (Official Gazette of the Republic of Slovenia, no. 105/06, 107/09 – Constitutional Court decision, 62/10, 98/11 – Constitutional Court decision, 109/12, and 10/17 – ZPP-E);
- Public Information Access Act (Official Gazette of the Republic of Slovenia, no. 51/06 – official consolidated text, 117/06 – ZDavP-2, 23/14, 50/14, 19/15 – Constitutional Court decision, 102/15 and 7/18);
- Information Commissioner Act (Official Gazette of the Republic of Slovenia, no. 113/05 and 51/07 – ZUstS-A);
- Public Agencies Act (Official Gazette of the Republic of Slovenia, no. 52/02, 51/04-EZ-A, 33/11-ZEKom-C);
- State Administration Act (Official Gazette of the Republic of Slovenia, no. 113/2005-UPB4, 126/2007-ZUP-E, 48/09, 8/10-ZUP-G, 8/12-ZVRS-F, and 21/12, 17/13 Constitutional Court decision: U-I-42/12-15, 21/13-ZVRS-G, 47/13, 12/14, 90/14 and 51/16);
- Civil Servants Act (Official Gazette of the Republic of Slovenia, no. 63/07 – official consolidated text, 65/08, 69/08 – ZTFI-A, 69/08 – ZZavar-E, 40/12 – ZUJF, 158/20 – ZIntPK-C and 203/20 – ZIUOPDVE);
- Protection of Documents and Archives and Archival Institutions Act (Official Gazette of the Republic of Slovenia, no. 30/06 and 51/14);
- Public Procurement Act (Official Gazette of the Republic of Slovenia, no. 91/15 and 14/18);
- Integrity and Prevention of Corruption Act (Official Gazette of the Republic of Slovenia, no. 69/11 official consolidated text, and 158/20);
- Public Finances Act (Official Gazette of the RS, no. 11/11 – official consolidated text, 14/13 – correct., 101/13, 55/15 – ZFisP, 96/15 – ZIPRS1617, 13/18 and 195/20 – Constitutional Court decision).

VI MANAGING A LIMITED NATURAL RESOURCE

1 ANNUAL GOALS

The end of 2020 was also the deadline of fulfilling the obligations from the Action plan: 5G for Europe (COM(2016) 588), which was adopted on 14 September 2016 and 4 December 2017, and according to which Slovenia should cover at least one city with 5G technology. After the Government of the Republic of Slovenia amended Decision no. 38100-5/2019/3 of 28 March 2019 related to the plan for utilising the 470 – 790 MHz frequency band in the Republic of Slovenia, in which it extended the deadline for issuing the decisions on awarding radio frequencies for the 700 MHz band to the end of 2021, the Agency once again launched three parallel projects based on the new Strategic guidelines of the Ministry of Public Administration. These are: preparing the new Radio frequency spectrum management strategy for the 2021–2023 period, the public tender for awarding radio frequencies for the provision of public communication services in the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz frequency bands, and the 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.

With regard to the above, the Agency's first priority in 2020 in this area was to award the available radio frequencies for providing public communication service, which is described in more detail below.

After the WRC-19, the Agency prepared a proposal for adjusting the Decision on the plan for the allocation of radio-frequency bands, and submitted it for adoption to the Government of the Republic of Slovenia. The Agency also appropriately aligned NURF, and updated it to the new EU and CEPT regulations. It was also active in transposing the new regulative framework based on the EECC for imposing the radio frequency spectrum into the national legislation (the new ZEKom-2).

Along with major projects described below, and the tasks in the scope of international operations (chapter 3.5 International Coordination and Cooperation), the Agency also focused on the increased applications for infrastructure, related to new services in public mobile communication service, and offered support in preparation of regulations for new critical services applications (drones, IoT, ITS,

etc.), and actively participated in transposing the new directive regarding access to radio equipment on the market into the Slovenian legal order.

With regard to ship service, where Slovenia is lacking call signs for conducting maritime services, in 2020 the Agency continued the procedure with ITU for awarding an additional call sign (besides the existing S5), and prepare the plan for awarding the Maritime Identification Digits (MID) for the Republic of Slovenia, as according to the ITU recommendation the final three numbers (zeros) can be changed with other numbers. The procedure should be completed by 2022. The Agency also began preparations for the transition of radio stations on aircraft to 8.33 KHz channel in 2021, in accordance with the implementing decision of the European Commission (EU) no. 1079/2012 of 16 November 2012. The Agency has successfully resolved requests with the maritime service for using application specific messages (ASM). For radio equipment notifications, the European Commission has not yet implemented the new system, because of the transition of the RE directive.

In 2020 the Agency put a part of its resources towards researching the options for further development of the radio broadcasting market. In cooperation with the Broadcasting Council and the Ministry of Culture the Agency prepared and conducted public tenders for available frequencies for analog radio broadcasting in smaller batches. In the first half of 2020 the DAB+ R3 local radio network launched, and in the autumn the R2 national network as well. The implementation of the provisions of Article 113 and Appendix IX EECC is tied to the deadline of 17 December 2020 from EECC, pertaining to the obligation of installing DAB receivers in new vehicles by the end of 2020 at the latest. The Agency continued with activities at the international level for ensuring additional rights for DAB networks. In cooperation with all relevant institutions the Agency conducted the activities for protecting the interests of the Republic of Slovenia regarding harmful radio interference of Italian radio stations. It put a lot of resources towards resolving applications changes to DARFs for analog FM audio broadcasting.

In the scope of ensuring an optimum utilization of limited resources one of the Agency's still significant tasks for 2020 was once again efficiently managing the numbering space in the Republic of Slovenia and administering the official record of operators. The activities include entries and deletions from the official record of operators, processing the applications for assigning/returning numbering elements, monitoring new developments and international cooperation. The Agency issued 17 decisions on assigning the numbering elements were issued, and 6 on the annulment, expiration, or partial expiration of decisions. 56 decisions for the payment of using numbering elements were issued ex officio, 13 new operator was entered into the official registry. At the end of 2020 there were a total of 378 issued and valid decisions on assigning numbering elements.

The Agency's participation in working bodies of international organisations (CEPT/ECC, COCOM, etc.) was limited to virtual meetings in 2020 because of the pandemic. In spite of that the activities related to preparing recommendations for coordinating the use of some special numbering areas (calls to the emergency number 112, calls to the number for accessing social value helplines 116, etc.) or those that are important for future development and regulation of numbering, e.g., in connection to extra territorial use of numbers, M2M, OTT, eCall, continued without disruption.

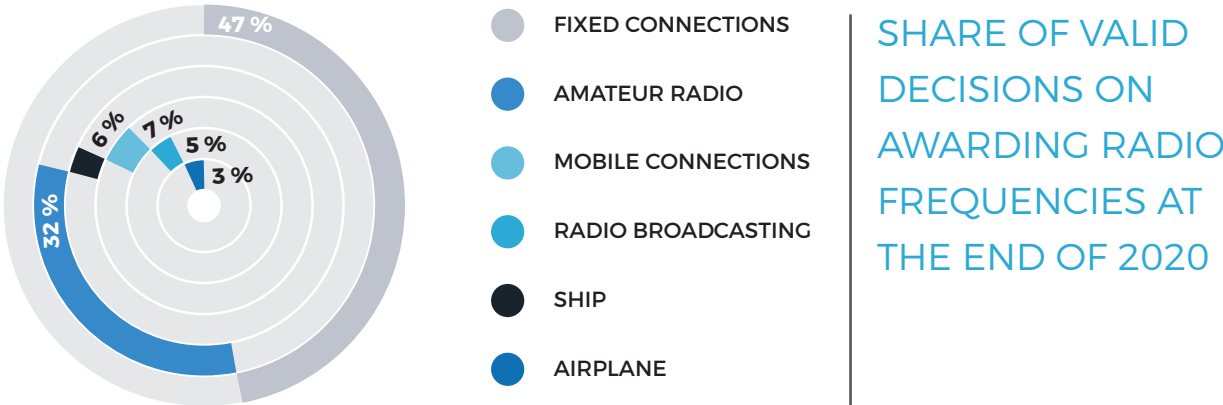
In this field the Agency also prepared a non-binding Recommendation regarding the operators' actions, if a decision on assigning numbering elements is annulled ex officio, and following a public call awarded the numb 116 000 for the "Telephone helpline for missing children".

2 STATE OF THE MARKET

2.1 RADIO SPECTRUM UTILISATION

At the end of 2020 there were 363 decisions on awarding radio frequencies for audio broadcasting in the FM band, 271 decisions for DVB-T, 27 decisions for T-DAB, 5422 decisions for microwave connections, 556 for telemetrics, 11 for satellite system communications, 25 for radars, 2 for mobile cameras, 762 for ships and 432 for airplanes, 883 decisions for mobile connections, and 4034 amateur radio licenses in force.

FIGURE 5: SHARE OF VALID DECISIONS ON AWARDING RADIO FREQUENCIES AT THE END OF 2020.



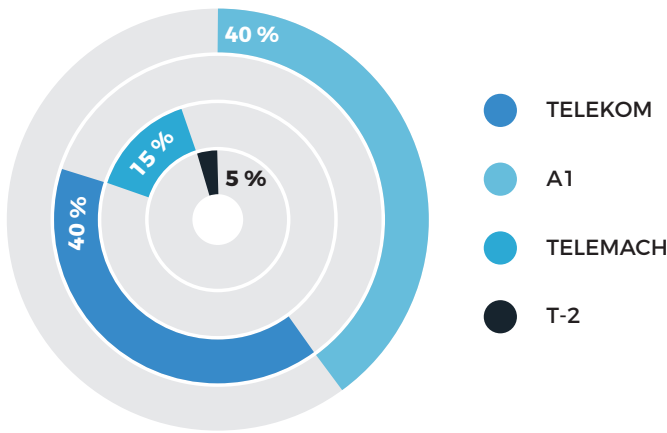
SHARE OF VALID DECISIONS ON AWARDING RADIO FREQUENCIES AT THE END OF 2020

Following the public tender for audio radio broadcasting, 2 new decisions on awarding FM radio frequencies were issued (Kuk 2 105.9 MHz and Bohinj 1 105.9 MHz). In digital radio there were 14 valid decisions on assigning radio frequencies for individual transmission sites for multiplex R1 and 9 valid decisions on assigning radio frequencies for individual transmission sites for multiplex R2, and 1 decision on awarding radio frequencies for individual sites for the multiplex R3. The operator of all three DAB+ networks is the Public Institute RTV Slovenija. In digital terrestrial television broadcasting, there were 164 valid decisions on assigning radio frequencies for individual transmission sites for multiplex A and 92 valid decisions on assigning radio frequencies for individual transmission sites for multiplex C, and the operator of both national DVB-T networks is the public institute RTV Slovenija. At the end of 2020 multiplex A hosted the channels of the RTV Slovenija public institute and the private channel on the Centre coverage area. The population coverage of the multiplex A network is above 98%. At the end of 2020 the multiplex C hosted three channels. The population coverage of the multiplex C network is above 96%.

The following operators were active in the local multiplexes at the end of 2020: ATV Babnik & Co, d.n.o., Liti-ja in the coverage area Litija; Domates, d.o.o., Portorož in the coverage area between Koper and Sečovelje; PRAK, d.o.o., in the coverage area Murska Sobota; VTV Studio, d.o.o., in the coverage area between Ravne na Koroškem and Celje; and TV Galeja Ilirska Bistrica institute in the coverage area between Ilirska Bistrica and Sežana.

Because the Radio frequency spectrum management strategy was not approved, and consequently the Agency could not award any frequencies for mobile technologies, the only change in the amount of the spectrum for public mobile services is that the operator A1, d.d., returned 15 MHz of the TDD spectrum in the 2100 MHz band. At the end of 2020 the following operators held spectrum for public communication services: Telekom Slovenije, d.d., has 240 MHz, A1, d.d., has 245 MHz, Telemach, d.o.o., as 90 MHz, and T-2, d.o.o., has 35 MHz.

FIGURE 6: THE SPECTRUM OF MOBILE OPERATORS AT THE END OF 2020



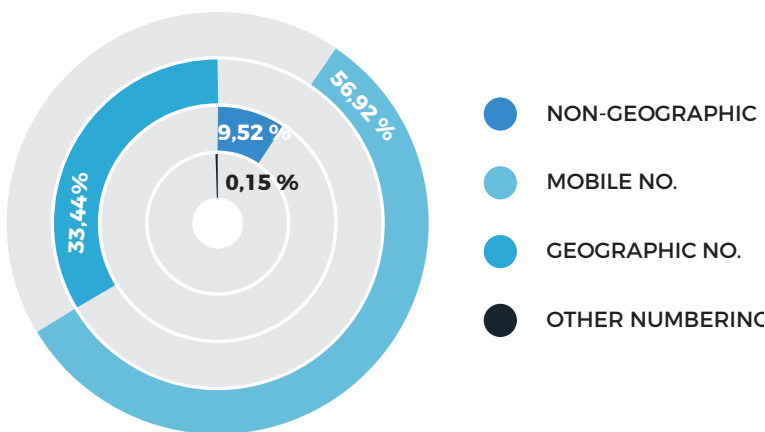
THE SPECTRUM OF MOBILE OPERATORS AT THE END OF 2020

2.2 NUMBERING SPACE UTILIZATION

At the end of 2020, the Agency's official registry (numbering registry) included 24 operators and 9 other providers who were assigning various numbering elements. At the end of 2020 there were a total of 376 issued and valid decisions on assigning numbering elements, while the number of assigned numbering elements was 13,966,209.

Compared to the state of the assigned numbering elements at the end of 2019, there were changes in the

FIGURE 7: THE NUMBER OF ASSIGNED NUMBERING ELEMENTS AT THE END OF 2020



THE NUMBER OF ASSIGNED NUMBERING ELEMENTS AT THE END OF 2020

scope of assigned elements for the following types of numbering: the scope of geographic numbers decreased by 17.14%, the scope of non-geographic numbers for VoIP services decreased by 43.64%, the scope of mobile numbers remained unchanged, the scope of numbers for toll-free services increased by 2.12%, the scope of number for premium services increased by 2.38%, the scope of numbers for access to special networks remained unchanged, the scope of national destination codes decreased by 7.55%, and the scope of mobile network codes remained unchanged.

According to the reports of the selected administrator of mapping numbers into ENUM number domains

there was no demand for the use of this feature in 2020. The number of numbers ported in 2020 increased by approximately 19.2%, compared to the previous year. There was a total of 151,451 numbers ported in 2020, of which 109,751 were mobile, and 41,593 were fixed. Since the introduction of number porting in 2006 a total of 2,252,226 numbers have been ported. The total number of ported numbers as of 31 December 2020 is 1,284,846, of which 792,556 were mobile, and 491,523 were fixed. A large number of ported numbers (estimated at more than 30.9% of active mobile and more than 43.1% of active fixed numbers) points to the fact that the option of number porting makes end users' decisions to switch providers easier, thereby contributing to competitive conditions in the retail market.

3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES

3.1 REGULATION

In 2020, the Agency prepared the draft Radio frequency spectrum management strategy for the 2021-2023 period in accordance with the new guidelines of the Ministry of Public Administration which it received in early April, and published it on its website. After resolving the received comments and publishing the answers to these comments, it prepared the Proposal of the radio frequency spectrum management strategy for the 2021-2023 period, and put it in public consultation. After reviewing the received comments and publishing the responses to the comments, it prepared the final version of the Strategy and sent it into the approval procedure with the Government of the Republic of Slovenia.

After the WRC-19, the Agency prepared the Decision on the plan for the allocation of radio-frequency bands, and submitted it for adoption to the Government of the Republic of Slovenia. The Agency updated the General act on the plan for the use of radio frequencies (NURF), including newly adopted documents of the European Commission and CEPT. In radio frequency spectrum management, the Agency actively participated in preparing the ZEKom-2.

3.2 MOBILE SERVICES

3.2.1 PUBLIC TENDERS FOR RADIO FREQUENCIES FOR MOBILE COMMUNICATION SERVICES

After the Agency prepared the Radio frequency spectrum management strategy in 2019, and waited for its approval, so that it could in line with the current strategic guidelines of the Ministry of Public Administration hold the public tender with a public auction in the first half of 2020 to award the frequencies for providing public mobile services in the 700 MHz band and other available frequencies in the 1500 MHz, 2100 MHz, 2300 M, 3400–3800 MHz, 26 GHz bands, it received new strategic guidelines from the relevant ministry in April 2020. In accordance with these strategic guidelines the adoption of the strategy is no longer a condition for launching a public tender. Consequently, the Agency began in May 2020 preparing the public tender with a public auction for awarding radio frequencies for the provision of public communication services in the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz frequency bands. The planned activities were presented to the public at a consultation in May 2020. In early August 2020 it then published a draft of the documentation (Information Memorandum), and prepared a consultation with stakeholders. The Agency also presented the draft tender documentation at a workshop in the scope of the Group for exchanging best practices that operates under the Radio Spectrum Policy Group and the European Commission. After reviewing

the received comments and publishing the answers to the comments, and after receiving an approval regarding the lowest acceptable value of fees for the efficient use of a limited natural resources, and the payment methods, it prepared a decision on launching the public tender, which was published on 18 December 2020 in the Official Gazette of the Republic of Slovenia, no. 191/2020, and on its website. The Agency expects that the procedure shall be concluded by issuing the decision on awarding radio frequencies in the second quarter of 2021.

The planned launch of awarding radio frequencies for local use has been moved up after the conclusion of the multi-frequency public tender with a public auction because of a delay in approving the old strategy.

3.2.2 5G AND THE SWITCH FROM DTT TO LTE

After publishing the call for applications for projects for first trials and future use of 5G technology, the Agency has provided support to interested stakeholders or consortia in the scope of its authority. For testing 5G technologies the Agency made available all of the free spectrum for mobile technologies which is suitable for 5G, and updated the dates until which the tests are possible. In 2020 the Agency once again awarded test frequencies in accordance with the legislation and the calls to limited geographical areas and for a limited duration.

In relation to the switch from DTT to LTE the WRC-23 agenda includes a review of the use of radio frequency spectrum in the 470–960 MHz band in Region 1, and the implementation of potential new regulatory measures for the 470–694 MHz band in Region 1, which would make it possible to implement IMT in this band. According to the Agency's data, EBU is already testing Evolved Multimedia Broadcast Multicast (eMBMS) as well as broadcasting over the 5G vertical in Europe. In the

scope of the 5G Initiative, the Agency continues to allocate radio frequency bands in the UHF band for such tests.

3.2.3 MONITORING THE PROVISION OF PUBLIC COMMUNICATION SERVICES

The Agency published the Report on fulfilling obligations and coverage with mobile service technologies based on the operators' data from June 2020. In 2019 and 2020 the Agency verified population coverage after 4 years with 8 holders of decision on awarding frequencies (DARF), establishing that they are meeting their obligations from the tenders. The Agency also continued with the supervision of the obligations relating to the public tender for the 3500 MHz band, checking population coverage, establishing that they do. The Agency also continued monitoring the data on network construction. Based on the information about base stations submitted by the holders of decision on assigning radio frequencies, the Agency made calculations regarding the fulfilment of coverage obligations, and verified these calculations with test measurements of the network and service quality, and launched supervisory procedures when needed.

3.2.4 THE DEVELOPMENT OF INFRASTRUCTURE FOR CRITICAL COMMUNICATION

After receiving the strategic guidelines from the relevant ministry in April 2020, the Agency began preparing the 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. In the beginning of June, it published the draft tender documentation (Information Memorandum), which it presented to the public at a consultation. After reviewing the received comments and publishing the answers to the comments, and after receiving an approval regarding the lowest acceptable value of fees for the efficient use of a

limited natural resources, and the payment methods, it prepared a decision on launching the public tender, which was published on 4 December 2020 in the Official Gazette of the Republic of Slovenia, no. 180/2020, and on its website. The decision was also published on its website, together with the tender documentation. In accordance with the tender documentation, it responded to all the received requests for explanation regarding preparing the offers for the public tender. The Agency expects that the procedure shall be concluded by issuing the decision on awarding radio frequencies in the first quarter of 2021.

3.2.5 MANAGEMENT OF THE SPECTRUM FOR PRIVATE MOBILE COMMUNICATIONS

As part of the project of optimizing the radio spectrum the Agency completed in 2020 establishing the registry of frequencies for PMR bands and coordinated it with neighbouring countries. At the HCM agreement level it managed to include the technical conditions for the 410–430 MHz and 450–470 MHz agreements into the HCM website and into the user instructions as the basis for international agreements, and sent the proposed text for broadband systems to neighbouring countries. In 2020 it continued consultations and coordination with Croatia and Hungary. The Agency ensures the optimum utilisation of the spectrum for private mobile communications in accordance with the provisions of ZEKom-1, and promptly coordinates the needs for using frequencies for these purposes with the administrations of neighbouring countries in the scope of the HCM agreement, thereby ensuring conditions for uninterrupted use of these frequencies.

3.3 BROADCASTING

3.3.1 PUBLIC TENDERS FOR FM FREQUENCIES

After obtaining the preliminary opinion of the Broadcasting Council and the approval from the Ministry of Culture, the Agency in autumn of 2020 launched a new public tender for awarding radio frequencies for analog audio broadcasting for local radio stations for the following frequencies: Lendava 103.3 MHz, Solčava 93.8 MHz, Cerknica 2 101.0 MHz, Osilnica 2 89.5 MHz, Stari trg 87.9 MHz and Fara 102.3 MHz (the latter three were combined into a single subject of a public tender, named for the region Bela Krajina) that were not awarded during the past two public tenders for local radio stations in 2018 and 2019. By the end of 2020 the Agency completed the public opening and most of the review and assessment of the three received offers (there were no offers for the Solčava 93.8 MHz, and one each for the remaining three subjects), and all the required procedures are expected to be completed in early 2021. Even before the above public tender was launched, the Agency published the decision in the Official Gazette in the summer of 2020, stopping the public tender for local radio stations that was launched in autumn 2019. After reviewing the offers and reviewing the conditions, which for the most part took place in the spring of 2020, the commission, appointed for heading this public tender, established that none of the tenderers fulfilled the conditions of the tender, and consequently all five offers received were excluded from procedure and all the frequencies listed above remained available. The Agency changed the condition that was the reason for excluding all the offers from the above paragraph, while it maintained similar content to the previous public tenders for local radio stations in the remaining parts of the public tender.

At the public tender for awarding radio frequencies for analog audio broadcasting on in the region of north-western Slovenia, which was held in the first half of 2019, two frequencies were not awarded. The Agency recommended in 2019 that a new public tender be held for both frequencies under the same conditions and with the same measures (but some necessary adjustments), and obtained a positive response from the Broadcasting

Council and an approval from the Ministry of Culture. The decision on holding the public tender again was published in the Official Gazette in autumn of 2019, while most activities took place in 2020. A total of eight offers from six tenderers were received for six different radio stations, with four for each frequency (Bohinj and Kobarid). The commission established that all eight of the offers met the conditions. In the assessment procedure for both of them the highest number of points went to Radio Ognjišče, d.o.o., Koper, for the radio station Radio Ognjišče. The Broadcasting Council confirmed the commission's findings, preparing a detailed proposal for its selection at its 38th regular meeting in June 2020. After all the administrative procedures were complete, the Agency awarded both frequencies in July 2020, and the selected provider has already begun broadcasting on both frequencies. With this all the frequencies from the public tender for the region of north-western Slovenia were successfully awarded to publishers.

At the end of 2020 the Agency also prepared the conditions and measures for a new public tender, the subject of which are five radio frequencies for analog audio broadcasting of radio programming, combined into a total of three public tender subjects on the broadcasting points Ajdovščina 91.2 MHz; Črnomelj 99.6 MHz and Metlika 95.1 MHz, and Kranjska Gora 88.6 MHz and Jesenice 98.0 MHz. As these are areas where radio station availability is medium, meaning that listeners can already choose from several, namely RTV Slovenija, at least one station with the status of a local station of special importance, and at least one commercial radio station, the public tender shall be aimed at a broad spectrum of radio stations with diverse radio formats that can meet the broadest needs of the local communities. The majority of the procedure is expected to be completed in 2021.

3.3.2 DIGITAL TERRESTRIAL RADIO

At the end of 2020 two T-DAB+ network with national coverage were operational, multiplex R1 (no available capacities) and multiplex R2, as well as multiplex R3 with local coverage of the city of Ljubljana. All three networks are administered by RTV Slovenija. In 2020, nine broadcasting locations were issued for the multiplex R3, and one for R2. At the end of 2020 the R2 network hosted 2 regional and 2 national minority channels of RTV Slovenija, while the R3 network the Radio Salomon station.

3.3.3 DIGITAL TERRESTRIAL TELEVISION

In 2020 the Agency did not perform major activities in this field. It extended 26 licenses for broadcast locations, namely 75 for Multiplex A. It also performed an optimization by changing one decision on awarding radio frequencies. Due to the trend of declining demand for terrestrial television broadcasting the Multiplex C network still has available capacities even at the end of 2020. Because of the changes to the General act on the calculation method for payments for the use of radio frequencies, which details the changes to calculating the fees for digital television broadcasting, and consequently brings lower prices as at 1 January 2021, the Agency issued 69 new, amended decisions on the allocation of the number of points in 2020.

3.3.4 RESOLVING ISSUES OF INTERFERENCE IN THE BORDER AREA WITH ITALY

In 2020, the Agency actively strived to find a permanent solution to issues involving the reception of Slovenian channels alongside the border with Italy. Most of activities were focused on cooperation in the inter-departmental working group which is headed by the Information Society and Informatics Directorate at the Ministry of Public Administration, and includes besides the Agency's representatives also the representatives of the Ministry of Culture, the Ministry of Justice, the Ministry of Foreign Affairs and the State Attorney's

Office. The task of this working group is to coordinate the procedure and measures for resolving the radio frequency spectrum with the neighbouring Italy. The Agency also collaborated at a multilateral and bilateral level with other stakeholders, such as the European Commission and its Radio Spectrum Policy Group (RSPG), ITU and the applicable administrations of neighbouring countries, especially those from the Republic of Italy. It measured and monitored the state of the radio spectrum alongside the western border of the country, notifying interference to the Italian administration, and continued notifying ITU bodies about violations to international agreements and Italy's inactivity regarding the elimination of interference, and attended meetings of RSPG. In relation to specific reception interference of Slovenian radio and television stations alongside the border with Italy, the Agency continued to provide expert and expert assistance to Slovenian holders of DARFs.

3.4 OVERVIEW OF REGULAR OPERATIONS IN RADIO SPECTRUM ADMINISTRATION

In 2020 the Agency issued 16 new decisions for frequencies for satellite news gathering/occasional use, i.e., SNG/OB. The decisions were issued relating to major events and sport matches. In 2020 the Agency processed 2205 decisions for fixed connections (microwave connections), and issued 929 new decisions on assigning radio frequencies. License holders were mainly expanding their existing backbone networks or increasing the capacities of their already existing focused links. At the end of 2020 the capacity stood at 2670 microwave connections, approx. 1.5 TBps. Average transfer speed for an individual microwave connection stood at 305 MBps. The Agency issued 276 CEPT amateur radio licenses for the requirements of amateur radio activities. The Agency issued 71 decisions for radio licenses for aircraft in 2020, and 129 for ships. In mobile radio systems the Agency

received 94 new requests in 2020, and resolved 90 requests (79 new, and 11 transferred), and issued 157 decisions on awarding radio frequencies (for new mobile radio systems and for extending the validity of existing decisions and testing).

In 2020 the Agency continued with the activities for handling requests for the allocation of call signs for personal locator beacons (PLB). The database can provide help in handling information when a PLB holder requests help in the event of an accident.

As the Directive on radio equipment came into effect, it abolished the so-called one stop notification (OSN) system for notifying EU member states on technical parameters of radio equipment; however, the new notification system has yet to be established. The European Commission is establishing a centralised system in which vendors will be able to register the required information on radio equipment, and the system will be available to individual bodies of member states. Currently the vendors are sending the Agency the technical information on their equipment, so that it may in accordance with the valid NURF approve, limit or even prohibit the operation of radio equipment, if it fails to meet the technical conditions for operation. To make usage supervision easier and because of the potential banning of individual pieces of equipment that are not standardized according to EU requirements, we exchanged our latest information on this topic at meetings with the Ministry of Economic Development and Technology and the Market Inspectorate of the Republic of Slovenia, as well as in reports of working groups in the scope of the EU Directive 98/37/EC.

In 2020 the Agency handled 393 cases related to radio broadcasting spectrum administration, of which 206 were started at the party's request, and 186 ex-officio.

3.5 INTERNATIONAL COORDINATION AND COOPERATION

Besides regular participation in 32 working groups in the scope of the European Union, NATO, CEPT ITU and HCM, the Agency coordinated the use of radio frequencies that affect other countries in accordance with international agreements. In analog broadcasting the Agency received 37 cases, launched 18 and resolved 34 current cases, and 25 that were carried over from past years. In digital broadcasting the Agency received 28 cases, launched one and resolved 28 current cases, and 4 that were carried over from past years. It reviewed a total of 24 entries in the register with the International Telecommunications Union (ITU). In connection with mobile service, it received 46 new cases and resolved 47 cases (41 current and 6 that were carried over). There were 69 new cases for satellite and fixed connections. The Agency also actively participated at four online events related to item 1.2 of the World Radio Conference WRC-23 on future bands for public mobile communications.

3.6 NUMBERING SPACE

3.6.1 AWARDING THE NUMBER 116 000 FOR A HELPLINE FOR REPORTING MISSING CHILDREN

In 2020 the Agency published a public call for obtaining the opinions of stakeholders regarding awarding three of the five short numbers with a single format of 116XXX, intended for helplines with access to harmonised social value services. 116 000, 116 006 and 116 117. Following the public call, the Agency received interest and an application from a single party for providing the service of the "Telephone helpline for missing children". The short number 116 000 is reserved for this helpline, and in accordance with the Electronic Communications Act, this is the "Single European helpline for reporting missing children", and is listed in the group of emergency helplines. In October, Police began providing services on this number, in accordance with the Agency's decision.

Police employees will provide support over this helpline to those reporting missing children in Slovenian and at least in English. Because time is very important in missing children's cases, it is essential that the call centre has a high response rate, which makes it possible for activities in the field to get underway faster, especially with local cases, while international cases are handed over to appropriate bodies in these countries. Once a case is closed, the person reporting a missing child is provided with the option of further activities, where appropriate.

The helpline for reporting missing children at 116 000 continues to be available with no prior registration necessary, and will not have a time limit. It will be operational 24/7, and will be, just like both emergency numbers, 112 and 113, free of charge.

The 116 000 number came into use on 15 February 2007, when the European Commission adopted the Decision on reserving the national numbering range beginning with "116" for harmonised numbers for harmonised social value services. According to the Decision, member states had to reserve a six-figure range of numbers, starting with 116 for social value services in Europe. These are services that meet a special social need, especially those that contribute to the welfare or safety of citizens or special groups or citizens, or provide citizens with support in need, and may also be of assistance to visitors from other countries. The 116 000 helpline is available in all European Union countries. The survey on households' monthly expenditures for electronic communication services from October 2020 showed that approximately 13% of respondents know this number. Compared it to the recognition of the other two emergency numbers (112 and 113), it is evident that this share is much higher, as 97% of respondents said that they knew them.

3.6.2 PREPARING THE RECOMMENDATION REGARDING THE OPERATORS' ACTIONS, IF A DECISION ON ASSIGNING NUMBERING ELEMENTS IS ANNULLED EX OFFICIO

In June 2020 the Agency received the Recommendation regarding the operators' actions, if a decision on assigning numbering elements is annulled ex officio, related to the annulment of the decisions on awarding numbering elements ex officio, as the Agency is obligated to annul the decisions on awarding numbering elements to decision holders who are not using the numbering elements or are not paying the fees for using them. When a decision on awarding numbering elements is annulled, the subscribers using numbers from a block from the said decision, must have the option of switching to another operator, including porting their number, and consequently to continue using electronic communication services without interruption. The objective of the recommendation is to protect end users, so they are not left without service, if numbering elements are revoked from an operator who holds a decision.

VII REGULATION

I ELECTRONIC COMMUNICATIONS

1.1 ANNUAL GOALS

The Agency followed its annual goals that it set for itself for 2020, and for the most part achieved them. For 2020 the Agency set out to complete the procedures of regulating relevant market by issuing decisions to the operators with significant market power on relevant market 2 "Wholesale call termination in individual mobile telephone networks". In the start of 2020, it completed the notification procedure with the European Commission, and in June 2020 it issued new regulatory decisions to all the operators with significant market power on this market. Additionally, the Agency set a goal for 2020 to prepare two analyses of relevant markets 3a "Wholesale local access provided at a fixed location" and 3b "Wholesale central access provided at a fixed location for mass-market". The Agency began with preparations for both analyses in the beginning of the year. In the first half of the year, it conducted the analysis of past effects of regulation on both relevant markets, and prepared an overview of the obligations from the currently valid decisions in the light of the new European Electronic Communications Code (EECC) with questions regarding future regulation. In the second half of the year, it studied the answers it obtained and the opinions from stakeholders, which it then took into consideration when preparing the analyses of both relevant markets. The Agency will submit both analyses into public consultation in the start of 2021. As part of encouraging competition and monitoring market development, the Agency set out in 2020 to also perform analyses of retail and wholesale prices of broadband connection in the Republic of Slovenia both from the perspective of competition and with regard to movements of prices on the markets in individual geographic segments, which were completed successfully. The Agency completed two planned surveys on end users and electronic communications: "Analysis of current demand for higher speeds of internet access and e-content", and "Survey and analysis of household expenditures for electronic communications services". The Agency systematically monitored operators regarding the obligation of reporting data, regularly collecting the data on the development of the electronic communications market, processed the data, prepared quarterly reports, and published the data on the eAnalitik portal. It also regularly prepared reports and submitted them to national and foreign bodies.

In the scope of encouraging competition and market development the Agency also set out to perform other activities in 2020. It prepared the Analysis of performing the activities, listed in the Electronic communications market regulation strategy for promoting regulative predictability. Additionally, the Agency provided support in the implementation of the EU Regulation on mobile roaming, and processed the application through which it approved Hot mobil, d.o.o., to charge a surcharge for ensuring the sustainability of its local billing model. It also monitored the performance of obligations of operators with significant market power, especially the obligation of economic re-

peatability, and imposed the corrective measures for established irregularities. Throughout the year the Agency actively collaborated with the relevant ministry in preparing the materials for transposing the European Code into national legislation. In regulation, the Agency also prepared its own calculation of the weighted average cost of capital (WACC) for 2021, which was then submitted into public consultation in the start of 2021, together with the analysis of relevant markets for broadband access. The Agency planned that the cost model for relevant market 4 "Wholesale high-quality access at a fixed location" (carried over from the PDFN 2019) would be completed, and it was.

With regard to the protection of end users, the Agency set out to regularly monitor the provision of the universal service in accordance with the general acts, especially from the perspective of including broadband internet access as a universal service. The epidemic resulted in changes to the conditions on the market and the needs of end users, and the Agency responded in the second half of the year, preparing and putting into public consultation changes to two general acts, namely the General act on transfer speed, suitable for a functioning internet access, where it proposed raising the transfer speed to 10 Mbps downlink and 2 Mbps uplink, and the General act on universal service quality, where it proposed raising the monthly data allowance for users who access the universal service over a satellite link. It also put into public consultation the Analysis of the impact of changes to the transfer speed for a functioning internet access, and the universal service quality. After the public consultation was concluded in early 2021, the Agency prepared responses to the submitted comments and opinions, and decided based on them that the new transfer speed for broadband internet access should be 10 Mbps downlink and 1 Mbps uplink. Additionally, the Agency has decided that the new monthly data allowance for users accessing the universal service over a satellite connection should amount to 75 GB. In the first half of the year the Agency published two general acts in the Official Gazette of RS.

With the aim of optimizing infrastructure investments the Agency set out the goal for 2020 to develop a public viewer of electronic communications infrastructure and network coverage (the AKOS Geoportal), which provides access to and viewing spatial data. In 2020 the Agency conducted the urgently required updates and upgrades to the system for optimum operations, and for ensuring the information security of the collected data, and it has also regularly updated the

databases. Additionally, several visual layers and features were added to the Geoportal in 2020, providing users with a full overview of telecommunications infrastructure in the Republic of Slovenia. Numerous other features were also added, providing the users an easier overview of availability of fixed and mobile networks and other data the Agency provides.

By pursuing the objective of increased efficiency and the reduction of regulatory burden the Agency planned for 2020 to again publish the public order for a renovation and automation of data capture from parties with a reporting obligation. With a goal to successfully select a new contractor in 2020, the Agency additionally verified the suitability of the assessed value of the project, verified how similar information systems are implemented with other regulators in the EU, and before publishing the order also submitted the full tender documentation for the project for review and auditing with an external auditor. This public tender was published again in September 2020, and because a contractor was again not selected, once more in December 2020.

At the international stage the Agency was active in working groups and plenary sessions as a member of the Body of European Regulators of Electronic Communications (BEREC), in line with plans for 2020. In 2020 the Agency once again co-chaired BEREC's working group on issues of cybersecurity in 5G networks. The Agency remains an active member of IRG, the international organization CPPT/EEC, and collaborates successfully with the European Union Agency for Cybersecurity (ENISA).

The measures that were introduced because of the COVID-19 epidemic had a certain effect on the Agency's operations in this area. In spite of different factors, related to the measures, the Agency headed administrative procedures

throughout the year, cooperated with stakeholders on the market, held meetings, regularly responded to questions from the public, prepared the content for public consultations, thereby ensuring uninterrupted operations of the operators on the market. Additionally, the COVID-19 epidemic also had an impact on the Agency's international operations, as numerous meetings, seminars and conferences were moved online. At the international stage, there were several unplanned activities, related to the impact of the COVID-19 epidemic. The Agency prepared a questionnaire for all major operators of electronic communication networks, and, following the results, monitored the condition in networks and the impact of the epidemic on service provision for two months. The Agency also submitted weekly reports on monitoring the conditions to BEREC, which also prepared reports at the weekly and monthly level.

1.2 MARKET CONDITIONS

On the last day of 2020 there were 150 operators entered into the official record of operators; they provide electronic communication networks and services, and provide end users with broadband internet access, mobile and fixed telephone services, access infrastructure leasing and other services. Of the 150 operators entered into the official record of operators in 2020, 13 have their corporate seat and are registered outside of the Republic of Slovenia. In 2020 the Agency received 13 applications for entry into the record of operators, of which 5 were submitted by companies, registered outside of the Republic of Slovenia. 14 operators ceased providing electronic communication networks and services, and were removed from the official record of operators.

TABLE 7: NUMBER OF OPERATORS/SERVICE PROVIDERS ENTERED INTO THE OFFICIAL REGISTRY BY SERVICE IN 2020

Service	Number
Internet access	
Narrowband access	12
Broadband access	72
Cable access	34
Cable operators	52
Voice services in the public mobile network	
Operators	4
Service providers (VMNOs)	17
Fixed public voice telephone services	
International public voice telephone service operators	37
Local public voice telephone service operators	36
Leased lines operators	42
Value added services providers	25

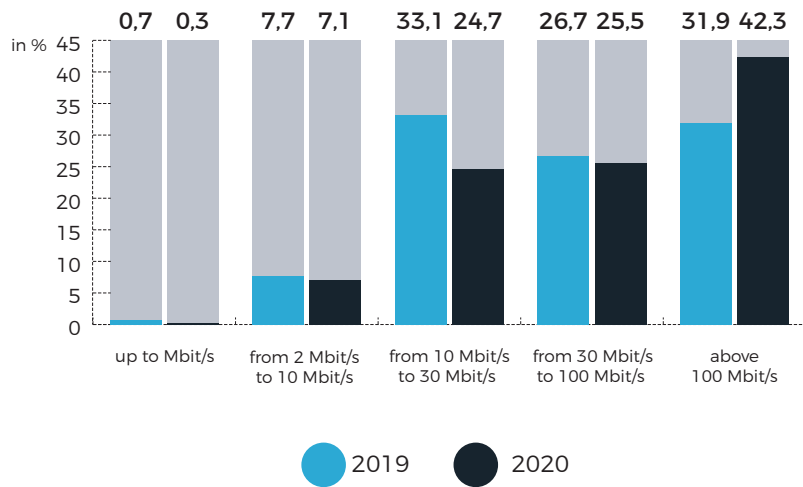
*The data relates to the services that the operators listed in their application for the official record of operators; data as at 31 December 2020.

The fixed telephone services market is still an important and well-developed part of the electronic communications market. Operators are mostly providing fixed telephone services as IP telephone service, and increasingly seldom as traditional telephone service, as is evident from the growth trend of IP telephone service at the expense of traditional telephone service, with the former being bundled (in triple play and quad play plans) at low prices. In 2020 the total number of fixed lines increased, as well as the total volume of fixed voice traffic because of the COVID-19 epidemic, which put its mark on 2020. This has stopped the declining trend for fixed telephone services, resulting from high availability and expansion of mobile telephone services. No operator has an exceptionally dominant market share on the fixed telephone services market. Number portability and broadband internet users switching between operators has continued to ensure competition also in 2020, and consequently fixed telephone services are still a relatively important part of the electronic communications market, as 83.9% of households has fixed telephone lines.

In 2020 there were no major changes on the mobile telephone services market. The market is dominated by four vertically integrated operators, all offering converged service plans, competing on the fixed and mobile retail markets at the same time. The market share of Telekom Slovenije, d.d., and A1 Slovenija, d.d., are slowly, but persistently decreasing. On the other hand, the fastest growing operator is Telemach, d.o.o. Mobile operators continued with investments in their mobile networks in 2020. This is shown in the exceptionally high population coverage with LTE networks, above 99%, and a significant increase in access speeds and the amounts of data transferred in mobile networks. The penetration of active mobile communications users in the population has continued to increase in 2020, for the first time surpassing 120% by the end of the year. End users also benefited from the elimination of roaming costs in the EU, which came into effect on 15 June 2017, and has exceptionally increased the use of services, especially data transfer. Because of continued decrease of the highest regulated wholesale price for data roaming, which in 2020 amounted to EUR 3.50/GB, users with open plans will have higher data allowances when roaming in the EU. The European Commission also included coverage rates for inhabited areas with mobile LTE networks in the 2020 Digital Economy and Society Index (DESI). This indicator shows that the in Slovenia coverage is high at 99.9%, which puts it among leading European countries.

Broadband services are available in Slovenia over the copper, cable, fiber optics, fixed wireless and mobile networks. Wireless technologies are increasingly gaining traction, as the emerging technologies continue to improve data transfer speeds. Internet access is available nearly everywhere. End users are always looking for the fastest and most reliable connections, which contributes to an increasingly diverse selection of internet access options, depending on the reason the user is accessing the internet. Bundled services offer increasingly higher speeds and a growing breadth of additional services. The plans mainly differ by range, speed and transfer method. The development is also reflected in the penetration of fixed broadband internet, which grows every quarter. At the end of 2020 fixed broadband internet access penetration by household was at 84.8%, and by population at 33.1%. According to the Digital Agenda for Europe report prepared by the European Commission, Slovenia was at the end of the second quarter 2020 with its 32,5% fixed broadband internet access by population somewhat below the EU average of 35.6%.

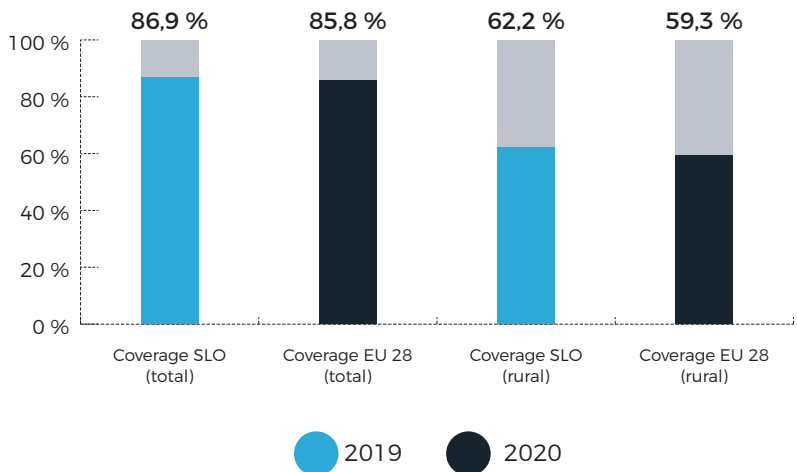
FIGURE 8: BROADBAND INTERNET ACCESS BY DATA TRANSFER SPEED



BROADBAND INTERNET ACCESS BY DATA TRANSFER SPEED

Slovenia is achieving very good results in household coverage with next generation technologies, as it stands at 86.9%, significantly above the average of EU 28, which stood at 85.8% in 2019. Considering the fact that Slovenia is an exceptionally rural country, with one of the lowest population densities among EU members, this is a really good result, which is also confirmed by the results of rural area coverage, where Slovenia has a 62.2% coverage with next generation technologies, 2.9 percentage points above the EU average.

FIGURE 9: HOUSEHOLD COVERAGE WITH NEXT GENERATION TECHNOLOGIES



HOUSEHOLD COVERAGE WITH NEXT GENERATION TECHNOLOGIES

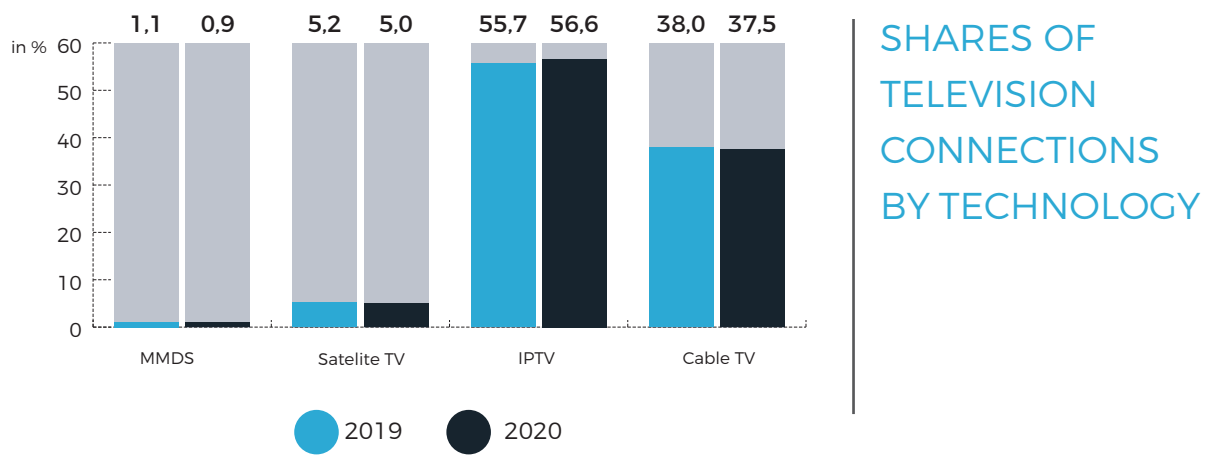
The Digital Economy and Society Index (DESI), which monitors the digital progress of EU member states, shows that in 2020 Slovenia maintained its 16th place among 28 EU countries, which puts it in the group of moderately successful countries. According to the pre-pandemic data, Slovenia improved its performance across all five areas, however, it only progressed in the area of digital technology integration in the rankings. In the connectivity area, Slovenia improved from 48.6 to 50.2, and is now just above the EU average, which stands at 50.1. The biggest contribution to this was the proliferation of fixed broadband connections with at least 100 Mbps, and coverage with this ultra-high-capacity network, where the performance increased

by 5 percentage points. Slovenia advanced even more in the area of the proliferation of mobile broadband connections, where performance increased from 74 to 81. It also improved performance in the use of internet services from 49.8 to 51.7, however, it still lags behind the EU average, which stood at 58.0. Slovenia improved its performance in digital technology integration from 39.1 to 40.9, which now places it very close to the EU average, which stood at 41.4. It has significantly improved its performance in the digital public services area from 64.5 to 70.8, placing it just below the EU average, and bringing its place up by one. It reduced its lag behind the EU average also in the area of human capital/digital skills, where it improved its performance from 46.3 to 48.3, and is now just one percentage point behind the EU average. Through its work, the Agency ensures that Slovenia is improving its performance across all areas that fall under its authority. By issuing decisions on relevant markets the Agency regulates the wholesale market by encouraging equal competitive conditions on the market, de-

velopment of innovative, high-quality and accessible services, while also encouraging investment in the construction of high-transfer-speed broadband networks. Its work also makes it possible for end users to access lower priced services with higher speeds, and the option for end users to switch operators.

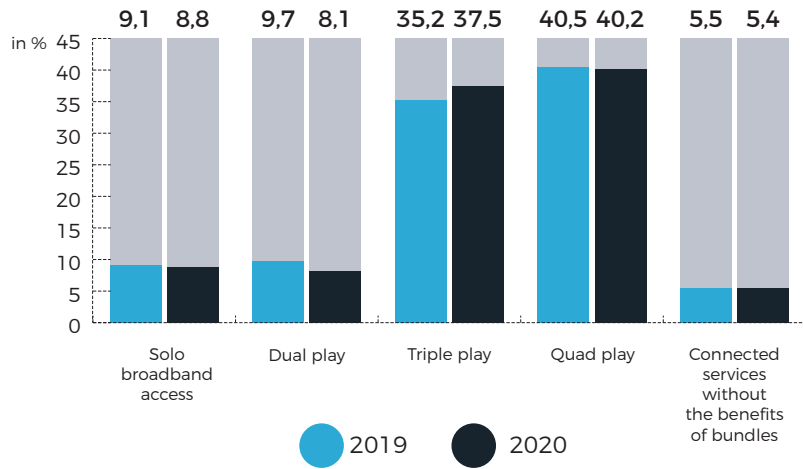
With advancements in internet, traditional providers of TV services, the cable and satellite operator and IPTV providers, were joined by new service providers with the so-called OTT services that compete with traditional TV offering. All of this encourages further development that digital TV providers have responded to this trend by providing various interactive services, such as video on demand, recording, time-shift services, etc. In order for operators to retain existing and obtain new users, they adapt their offer so that end users can watch content anywhere, anytime. At the same time access to television content is a significant cost for operators.

FIGURE 10: SHARES OF TELEVISION CONNECTIONS BY TECHNOLOGY



Convergent services on the electronic communications market are a combination of services in so-called bundles that include at least two of the following services: fixed telephone services, mobile telephone services, internet and television. In their comprehensive portfolio of telecommunication services operators design different bundles of different services, which allows differentiation on the market. In general, convergence of services increases competitiveness on telecommunications markets and consequently bring end users numerous benefits in choice and prices.

FIGURE 11: CONVERGENT SERVICES



CONVERGENT SERVICES

Much like in the previous years, the carrier market for broadband access continued to exhibit growth again in 2020. Carrier access allows operators to provide broadband services to end users over the network of another operator in areas where they do not have their own networks. Later market entrants are largely still dependant on regulated access on the copper and fiber optics networks of the operator with significant market power, complemented also with access on open broadband networks that were built with public-private funding in areas with no commercial interest for construction.

In 2020 the number of bitstream connection on the copper network overtook the number of unbundled access connections. The reasons are as follows: (1) growing number of bitstream connections on the copper network in areas with sparser population density, where the fiber optics infrastructure is not available, and where operators do not opt for setting up shared locations for unbundled access for economic reasons, and (2) declining number of unbundled access connection on the copper network in areas with parallel fiber optics infrastructure. Share of access over the copper network has been declining over the past years, as access over the fiber optics network is growing much faster. At the end of 2020 the share of wholesale connections over bit-

stream on the fiber optic network has for the first time overtaken the share of connections over unbundled access. The growth in the wholesale broadband access market is especially the result of the increasing demand for access to the fiber optics network of the operator with significant market power, as well as to the access of open broadband networks. On the par to f the fiber optics network of the operator with significant market power, which is constructed using the P2MP (point-to-multi-point) method, provides operators with the option of virtual unbundled local access (VULA), following imposed regulatory obligations on the relevant market 3a (wholesale local access at a fixed location), imposed with a regulatory decision since the end of 2017.

1.3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES

1.3.1 REGULATION OF RELEVANT MARKETS

In the scope of regulation of relevant markets in 2020, the Agency put most attention towards relevant markets 2 "Wholesale voice call termination in individual mobile networks", 3a "Wholesale local access at a fixed location", and 3b "Wholesale central access at a fixed location for the mass market products". In the middle of the year the Agency put into public consultation the Analysis

of the effects of the regulation on relevant markets 3a and 3b, and a review of the obligations from currently valid decisions in the light of the new Directive (EU) 2018/1972 with questions that were mainly aimed at operators. Through this the Agency wanted to obtain preliminary opinions from stakeholders, and including them in its analyses of the relevant markets. Throughout the year the Agency also verified the performance of legal obligations and all obligations imposed with a regulatory decision, with an emphasis on access to the network and economic repeatability, which is part of the obligation of price control and cost accounting, and is imposed on the operator with significant market power on relevant markets 3a and 3b.

Even though the last important Commission recommendation on relevant markets was issued only in December 2020, with still ongoing implementation of the transposition of the Directive (EU) 2018/1972 into national legislation (ZEKom-2), the Agency for the most part fulfilled the goals it set out in the scope of this project.

MARKET 1 AND MARKET 2

On the relevant market 2 "Wholesale voice call termination in individual mobile networks" the Agency concluded public consultations regarding the analysis of this market. After the successful completion of the consultation, it successfully notified the analysis with the European Commission, and in mid-2020 published four decisions, through which it designated operators with significant market power on the said relevant market. The Agency also retained the obligations from the previous decisions. It also decided that based on the comments from stakeholders it will not be imposing the obligation of IP network interconnection to mobile operators, as imposing such a measure too early could present a disproportionate burden. The Agency also impose the obligation on all mobile operators of terminating calls in their own mobile networks through network interconnections established with their own fixed networks, whereby they are not entitled to charging additional costs. In the calculation of the wholesale price for call termination in mobile networks, which is 0.882-euro cents per minute, the Agency used the existing pure LRIC cost model from the previous analysis, updated with the new data. The Agency did not opt to make a new cost model, as this would result in additional costs for operators, and it would also not be reasonable, as the European Commission is already

making a model for calculating the price of call termination in mobile networks at the EU level.

The European Commission has adopted the Delegated regulation² that detail uniform highest prices for voice call termination in mobile networks and uniform highest prices for voice call termination in fixed networks at the EU level at the end of 2020. Based on this regulation the Agency shall in 2021 issue decisions to operators with significant market power on relevant market 1 "Wholesale call termination in individual public telephone networks provided at a fixed location" and relevant market 2 "Wholesale voice call termination in individual mobile networks" with which it shall eliminate the obligation of price control.

MARKET 3A IN MARKET 3B

In 2020 the Agency conducted the analysis of past effects of regulation on relevant markets 3a "Wholesale local access at a fixed location" and 3b "Wholesale central access at a fixed location for mass market products", and prepared an overview of the obligations from the currently valid decisions in the light of the new European Electronic Communications Code (Directive (EU) 2018/1972) with questions regarding future regulation for the operators. The Agency has reviewed the responses and comments it received, and applied them in the preparation of new anal-

² Delegated Commission regulation of 18 December 2020 on amending the Directive (EU) 2018/1972 of the European Parliament and of the Council by setting the uniform highest price for voice call termination in mobile networks at the EU level, and the uniform highest price for voice call termination in fixed networks at the EU level.

yses of relevant markets 3a and 3b, which it launched in 2020. By including the insights and opinions of stakeholders it will be possible to establish future regulation in the sense of achieving the goals related to encouraging competition and consequently improving the conditions for end users, as well as in creating a predictable regulatory environment that will spur investments on the market. In the preparation of both analyses the Agency also took into account the new Commission Recommendation ((EU) 2020/2245 of 18 December 2020) on relevant product and service markets within the electronic communications sector susceptible to ex ante regulation in accordance with Directive 2018/1972/EU. The European Commission has listed only the former relevant market 3a among those wholesale markets that are susceptible to ex ante regulation, while relevant market 3b was removed from the list. Consequently, the Agency performed an additional three-criteria test on relevant market 3b, establishing that ex ante regulation on this relevant market should be retained. Additionally, in order to complete the analysis of relevant markets 3a and 3b in 2020, the Agency performed in collaboration with an external contractor the analysis of indirect pressure of cable networks. It conducted a market analysis regarding preparedness of end users for switching service providers, and the SSNIP test. When preparing both analyses, and especially when designing the measures, the Agency took into account the European Commission guidelines for market analysis and estimation of significant market power with the regulatory framework of the EU for electronic communications networks and services (2018/C159/01). It also took into account the Commission Recommendation of 9 September 2010 on regulated access to access next generation access (NGA) networks, and from 9 September 2013 on consistent non-discrimination obligations and costing methodologies to promote competition and enhance the broadband investment environment (2013/466/EU). In preparing both analyses and designing the proposed obligations, the Agency especially pursued the following goals: (1) encouraging the development of innovative, higher quality and more accessible services, and lowering the barriers for users switching between operators; (2) encouraging equal competitive conditions on the market; (3) encouraging service competition; (4) technologically neutral treatment of networks and services; (5) encouraging investments in the construction of high-capacity broadband networks; (6) encouraging the transition of operators and users to NGA networks; (7) adjusting the regulation to the market trends; (8) predictable and stable prices of access to the copper network; (9) more accessible high-speed services; (10) flexible definitions of wholesale prices of access to NGA networks with regard to individual competitive conditions and economic repeatability, instead of cost-based pricing; (11) taking into account the possibility of symmetric regulation of access to network elements with the aim of lowering the costs of construction of NGA networks and stopping the duplication of passive infrastructure; (12) taking into account operator's investment plans for the construction of NGA networks; (13) adjusting the regulation to the changes on the market of network access because of the technological development of networks; (14) taking into account the geographical aspect of the conditions on the market. The Agency shall submit both analyses of relevant markets into public consultation in the start of 2021.

ANALYSIS OF RETAIL AND WHOLESALE PRICES OF BROADBAND CONNECTIONS

Throughout the year the Agency monitors and analyses the activities on the market of broadband connections both from the perspective of the state of the competition in the retail market, as well as wholesale pricing and broadband access products. In order to analyse the state of individual geographic market segments, the Agency once again analyzed retail broadband access services throughout the territory of the Republic of Slovenia from the perspective of end users, and an analysis of broadband access wholesale prices and products, collecting data from all the active operators on the market, identifying the most important retail

and wholesale products provided by operators in individual geographic areas. Both analyses are important for monitoring the trends and the development of retail and wholesale products. The obtained data serve as an important foundation for analyses of relevant markets for broadband access and for preparing new proposals for obligations on these relevant markets, and for monitoring market development and verifying the accuracy of the data on the infrastructure of electronic communications. In December 2020 the Agency published the final report with the results of the analysis on its website.

The Agency also conducted two surveys of end users every year, namely the Analysis of current demand for higher speeds of internet access and e-content, and the Survey and analysis of household expenditures for electronic communications services. The Agency performs these two surveys periodically based on the data for October to ensure the comparability of datasets by years. The results of the survey show that in October 2020 monthly expenditures for all electronic communication services in households amounted to approximately EUR 79.04 (last year EUR 76.13) per household, i.e., EUR 42.58 per person. The analysis of the demand for higher internet access speeds and e-content showed that nearly half of the respondents (49%) have home internet access speeds of up to 100 Mbps, while 19% have speeds exceeding 100 Mbps, and nearly a third (30%) do not know how fast their internet speed is. 58% of respondents used an application for measuring speed at least once to verify the actual data transfer speed they have at home.

CREATING THE COST MODEL FOR THE RELEVANT MARKET 4

In November 2020 the Agency and its external contractor successfully completed the public order for creating a cost model for high-quality broadband networks and services in accordance

with the BU LRIC+ methodology in order to verify pricing obligations that were imposed on the operator with significant market power on relevant market 4 "Wholesale high-quality access at a fixed location". The cost model will help the Agency calculate the cost-based wholesale prices for regulated services of high-quality broadband access, based on which the Agency will verify whether the prices are cost-based. Creating its own cost model allows the Agency to define the actual efficient incremental costs that occur in relation to an individual service of high-quality broadband access, and consequently ensuring a fair and transparent use of measures when distributing costs to the relevant services, which is essential for ensuring transparency, accuracy and consistency of cost information used for setting the prices of the regulated service.

CALCULATING WEIGHTED AVERAGE COST OF CAPITAL (WACC)

The Agency will calculate the value of WACC on a yearly basis, in accordance with the notification from the European Commission issued in November 2019, and in accordance with the BEREC report on parameters of calculating WACC BoR (20) 116. Both documents define the parameters and methods for calculating WACC for legacy infrastructure. The methodology for calculating WACC will be unified within EU countries. This proscribed uniform methodology for calculating WACC has been in use since 1 July 2020, with a planned one-year transition period. The European Commission's notification proposes calculating WACC at least once per year. For this purpose, BEREC will collect and publish the values of parameters for WACC calculation at least once per year. BEREC published its first report on WACC parameters on 29 June 2020. Based on the values of parameters and the methodologies listed in the report, the Agency calculated the WACC value for the older copper network, and the WACC value for next generation networks,

and will put it into public consultation in early 2021.

1.3.2 PROPOSED CHANGES TO THE GENERAL ACTS ON TRANSFER SPEED FOR A FUNCTIONING INTERNET ACCESS, AND THE UNIVERSAL SERVICE QUALITY

In 2020 the Agency conducted activities related to the universal service by monitoring the performance of the universal service. The trends of growing needs for transfer speeds and monthly data allowances were given a boost by the COVID-19 epidemic and related measures, such as remote work and school. With constant monitoring of the activities on the market the Agency can change its priorities and consequently also its tasks, if that is required for ensuring the appropriate market conditions. As the epidemic conditions intensified in the autumn, consequently proving that the increased needs for higher transfer speeds are not just a transient event, the Agency decided to perform an additional task, not planned in its yearly operations program. In accordance with Article 124 of ZEKom-1, it prepared and put into public consultation the Analysis of the impact of the General act on setting the transfer speed for a functioning internet access, and the General act on the quality of the universal service, and simultaneously recommended changes to both of these general acts that define the quality and transfer speed of the universal service. It especially evaluated what the minimum needs of end users are, and the technological possibilities for achieving the proposed speeds, and based on the data from the public utility infrastructure register and the data on the coverage of Slovenia with suitable mobile networks, it estimated the number of potential impacted users and the upper limit for the costs that Telekom Slovenije, as the provider of the universal service would have due to the increase in obligations. In its analysis, the Agency also took under consideration Appendix V to the European Electronic Communications Code, which defines the minimum range of services that can be supported by the service for a suitable broadband internet access. Based on the conclusions from the analysis, the Agency prepared changes to the two general acts, namely the General act on transfer speed, suitable for a functioning internet access, where it proposed raising the transfer speed to 10 Mbps downlink and 2 Mbps uplink, and the General act on universal service quality, where it proposed raising the monthly data allowance for users who access the universal service over a satellite link to 50 GB and 100 GB for the duration of the epidemic. The Agency also verified the option for the monthly allowance remaining at 100 GB, establishing that this would be ensure a lower price.

After the public consultation was concluded in early 2021, the Agency prepared responses to the submitted comments and opinions, and decided based on them that the new transfer speed for broadband internet access should be 10 Mbps downlink and 1 Mbps uplink. Additionally, the Agency has decided that the new monthly data allowance for users accessing the universal service over a satellite connection should amount to 75 GB. The procedure of changes to the above general acts is expected to be concluded in 2021, when it will be published in the Official Gazette. The proposed changes will make Slovenia one of the first countries to act in accordance with the recommendations from BoR (19) 260: BEREC Report on Member States' best practices to support the defining of adequate broadband internet access service.

1.3.3 ANALYSIS OF PERFORMING THE ACTIVITIES, LISTED IN THE ELECTRONIC COMMUNICATIONS MARKET REGULATION STRATEGY FOR PROMOTING REGULATIVE PREDICTABILITY

In 2020, which approximately falls at the half of the three-year period of the validity of the Strategy for the regulation of the electronic communications market for promoting regulative predictability, the Agency verified what share of the planned activities has been successfully completed since the strategy was published in December 2018. The Agency reviewed performed activities for every specific goal that was listed into one of the three main areas: working service competition and upgrade/construction of broadband networks towards NGA through appropriate regulatory measures; development of the internal market, and realizing the interests of the citizens. Even though 2020 was defined by the COVID-19 epidemic, the Agency conducted the activities for achieving these goals independently and transparently, and while diligently adhering to all the principles of regulation. The abstracts on the specific activities performed were published in the Analysis of performing the activities, listed in the Electronic communications market regulation strategy for promoting regulative predictability on the Agency's website.

1.3.4 INTERNATIONAL ROAMING

In 2020 the Agency continued to provide support to operators in fulfilling their requirements,

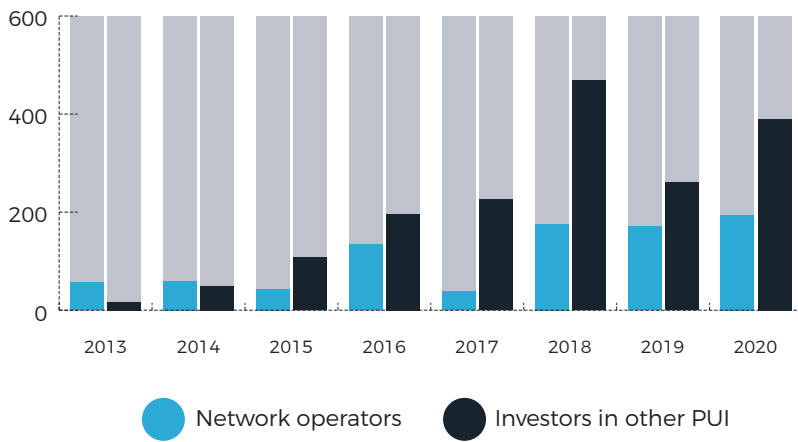
imposed by the EU Regulations related to international calls from home state into other EU member states, as well as for the use of communications during international roaming. The Agency cooperates with BEREC, regularly updating it with the information it collects from the operators. In 2020 the Agency also approved an application from Hot mobil, d.o.o., to allow the company to bill a surcharge in order to ensure a sustainability of its local billing model for a 12-month period, in line with applicable EU regulations.

1.3.5 MONITORING INFRASTRUCTURE INVESTMENTS

In this area, the Agency followed the set goals in 2020, namely monitoring and coordination of investment projects across several layers from the perspective of construction and shared infrastructure. This way the Agency contributes to lowering construction costs of new NGA networks and consequently to a faster development in electronic communications.

In spite of the fact that investments and construction work in 2020 were exceptionally marked by the consequences and measures of the COVID-19 epidemic, the Agency finds that there were exceptionally many notifications of telecommunications infrastructure constructions during the year. Compared to the previous year, the Infrastructure investments portal, which is administered by the Agency, showed a growth in notifications of construction of telecommunication and other public utility infrastructure, which the Agency believes is also the result of the Agency's activities at the local level.

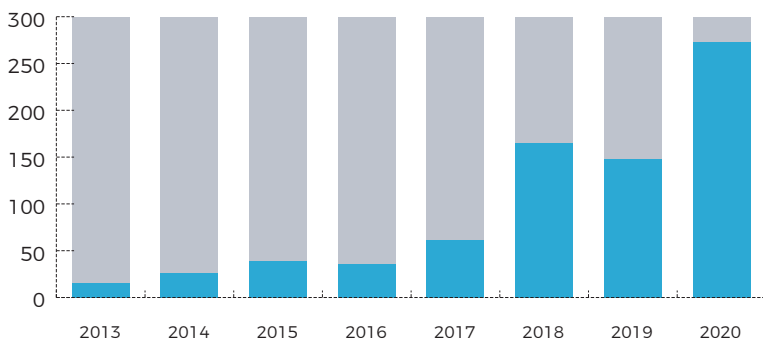
FIGURE 12: NUMBER OF CONSTRUCTION PROJECT NOTIFICATIONS ON AKOS' INFRASTRUCTURE INVESTMENTS PORTAL



NUMBER OF CONSTRUCTION PROJECT NOTIFICATIONS ON AKOS' INFRASTRUCTURE INVESTMENTS PORTAL

Especially noticeable is the significant increase in the interest for shared construction from network operators.

FIGURE 13: EXPRESSED INTEREST IN SHARED CONSTRUCTION



EXPRESSED INTEREST IN SHARED CONSTRUCTION

In order to ensure coordination between the stakeholders investing in such projects, the Agency organized work meetings and workshops for network infrastructure operators in 2020. It organized and held 2 regional workshops for local communities and public utility companies (Osrednjeslovenska and Severnoprimska regions) and 2 consultations for stakeholders in other industries (gas and power distribution). The Agency focused a lot of energy on individual consultations with local communities and infrastructure operators on improving the conditions for shared investments in concrete cases on the field, for which the Agency always also prepares a review of the conditions on the field with geo-

referenced data. Considering the vast amount of feedback that this approach yields, the Agency made another step forward, and prepared a comprehensive analysis of shared construction of electronic communications network and other public utility infrastructure, which was published on the Agency's website in July 2020.

In the field of updating the register of electronic communications infrastructure, we improved our cooperation with other state bodies in this field. Following cooperation with Ministry of Public Administration, and the Surveying and Mapping Authority (GURS) we prepared a number of background papers that make it easier to enter such

infrastructure into the collective register. GURS published on its website additional explanations for preparing an expert opinion for public utility infrastructure facilities for electronic communications, examples of records of electronic communications networks in the land register of public utility infrastructure and FAQs. Consequently, the Agency's supervision has also improved in this area, which is described in more detail in chapter VIII of this report.

1.3.6 SPATIAL DATA AND THE INFORMATION SYSTEM – AKOS GEOPORTAL

The Agency administrates and updates its own spatial information system for collecting, processing, analysis and various presentations of spatial data. Core data of the Agency's spatial information system are publicly accessible databases from the Surveying and Mapping Authority of the Republic of Slovenia, the data the Agency has obtained in the scope of its work and for this purpose from electronic communications operators, and the data it requires in the scope of exercising its authority, and have been obtained from other public bodies. In 2020 the Agency conducted the urgently required updates and upgrades to the system for optimum operations, and for ensuring the information security of the collected data. It also updated the spatial database, especially the data on network connection points and electronic communications. The Agency also continued establishing web feature services (WFS) with GURS. At the end of 2020 WFS was still in the test phase, however, the Agency expects it will be included in its spatial information system in 2021. This will give the Agency an easy access to the latest collected data from the operators at any moment, providing a higher quality of information, and consequently making the Agency's work more efficient.

MAPPING AND ANALYSING THE TELECOMMUNICATIONS INFRASTRUCTURE IN THE RS

In 2020, the Agency added the new data from GURS, pertaining to the electronic communications linear facilities. These data include the data on ducts, cables and lines, and even though the collection of this data started in 2019, by 2020 so much data has been collected that the Agency was able to use them in analyses and various presentations. On the AKOS Geoportal this data is displayed with electronic communications lines on two separate layers, namely as cable ducts (in tubes or ducts), and by type and location (above-ground, below-ground) of the cable. Geoportal also displays the network connection points by type of technology. The most important analysis conducted in 2020 was verifying the option of geographic segmentation of relevant wholesale markets, where the Agency especially used the data on network connection points, on retail prices of broadband connections for broadband access, and the data on wholesale prices of broadband connections for broadband access, all in relation to households. It also conducted an analysis of the effect of changes to the transfer speed for functional internet access (universal service), where the Agency used the data on mobile network coverage overlap, the data on network points and households. The Agency prepared an additional spatial layer that shows the intentions and calls for planned construction of electronic communications operators.

REGULAR UPGRADES TO THE MAPPING SYSTEM AND UPDATING THE AKOS GEOPORTAL

In 2020 the Agency also continued with the public portal that provides an overview of electronic communications infrastructure and network coverage. Additionally, several visual layers and functions were added to the AKOS Geoportal, providing users with a full overview of telecommunications infrastructure in the

Republic of Slovenia. Existing features, such as displaying information, search an analysis, have been improved, with numerous new features added, providing the users an easier overview of availability of fixed and mobile networks and other data the Agency provides. The most important new visual layers are:

- planned network connection points (connections or physical points of access to the public communication network, planned for the construction in the scope of expressed market interests),
- locations of white spots (areas where construction of connections with public funds will be taking place),
- display the layout of electronic communications lines by type of cable (fiber optics, coaxial cable, copper),
- display the lines of cable ducts for electronic communications,
- display abandoned facilities, as an option for shared use of electronic communications,
- display mobile base stations in three time periods,
- display results of speed measurements and the quality of internet access from the AKOS Test Net portal (www.akostest.net),
- locations for planned construction of electronic communications operators.

In order to provide insight into the data from all areas of the Agency's operation, the Agency additionally included on the AKOS Geoportal visual layers displaying the locations of post offices and mailboxes of Pošta Slovenije.

The most important new tools are the longitudinal profile, providing the option of verifying the visibility of a base station from a certain location, and the number and type of network connection points in a selected area. New and improved features of AKOS Geoportal allow user to review and

obtain data for a specific or selected area (even with concurrent search). Even more visual layers now have the option of filtering content by owner, time period or facility type on layers, and the network connection point layer also by technology and capacity. A series of optimisations have been made to ensure uninterrupted and fluid operation, and more accurate display, and users on mobile devices can also utilise geolocation.

The main objective of Geoportal is to lower the costs of construction of very-high-capacity networks (VHCN), encourage shared use and shared construction. The goal of such open data policy is related to a higher level of transparency of operations and a proactive publication and exchange of spatial information. It serves both the general and the professional public with a transparent insight into the data on electronic communications and other infrastructure.

1.3.7 DATA COLLECTION AND REPORTING - THE EANALITIK PORTAL

On the data collection portal³ the Agency collects the data from operators on a quarterly and annual basis, and if needed also through other forms of (additional) questionnaires with different surveys⁴. All operators in the Agency's register of public communication networks and services must submit the available data to the Agency. Even though 2020 was marked by general limitations due to the COVID-19 epidemic, operators provided regular reports, and there were no delays in the Agency's processing and reporting to other bodies. The data that the Agency requires in order to efficiently perform its regulative tasks are collected based on ZEKom-1 and the General act on collecting, using and sharing data on the development of the electronic communications market (Official Gazette RS, no. 77/16 and 58/19). Based on the collected, coordinated and processed data obtained from operators, the Agen-

³<https://partner.akos-rs.si>

⁴<https://www.akos-rs.si/telekomunikacije/raziscite/porocila-raziskave-in-analize/telekomunikacije>

cy prepares shorter reports on the development of the electronic communications market in the Republic of Slovenia, and displays certain data in the online digital format on the eAnalitik portal⁶. The local professional and lay public, as well as international bodies always eagerly expect the publication of this data. The Agency also prepares reports and submits the data to the European Commission and other regulatory bodies and national bodies and international organizations with authority in electronic communications. The Agency uses the data also to perform other tasks it is required by law.

On the eAnalitik portal the Agency publishes the data on the development of the electronic communications market in the Republic of Slovenia on a quarterly basis. The data for the past ten years is displayed in charts and tables and can also be exported or printed. In 2020 the Agency upgraded eAnalitik with some new indicator values (e.g., speeds of 30 Mbps to 100 Mbps, and 100 Mbps or above), and appropriately renamed some.

1.3.8 MODERNISATION AND AUTOMATION OF DATA COLLECTION FOR OBLIGATORY REPORTING

Establishing a modern modular information system that fully supports the collection, processing, analytics, reporting and presentation of the data on electronic communications, data on postal services and parcel delivery, and the data on reports of violations and limitations of operators still remains one of Agency's more important objectives. The Agency is aware of the importance of faster and simplified work processes in relation to the operators, postal service and parcel delivery providers, and of regular and prompt work with data to provide support in decision-making, performing analyses of relevant markets, preparing reports and submitting the data to other national and international institutions. In order to ensure the project is completed smoothly, the Agency opted to verify the assessed value of the project, compared to similar information systems solutions, already available on the IT market before publishing the public order, and increased the earmarked funds in line with its findings. The Agency also verified the state in the implementation of such information system with other regulators in the EU (NRAs). Based on all the information collected, the Agency decided to submit the project's complete tender documentation into

review to an external auditor. After coordination and amendments to the documentation, the public order was published in September 2020, and the bids were publicly open in October. Two bids were submitted; one was excluded immediately after opening, because the documentation was incomplete, and therefore its technical suitability was not assessed, while the other did include complete documentation, but did not ensure the technical requirements, and was therefore rejected by the commission. The Agency published the public order for designing, implementing and maintaining an information system for collection, processing, analytics, reporting and displaying of electronic communications data on the public order portal in December 2020.

1.3.9 COOPERATION WITH STATE INSTITUTIONS AND OTHER STAKEHOLDERS

In 2020 the Agency continued to cooperate with other national bodies, such as the Ministry of Public Administration, the Information Commissioner, the Surveying and Mapping Authority of the Republic of Slovenia, the Ministry of Infrastructure, the Ministry of Defence, SI-CERT, Administration for Civil Protection and Disaster Relief of the Republic of Slovenia, local communities, the Statistical Office of the Republic of Slovenia, Bank of Slovenia, Slovenian Competition

⁶<https://eanalitik.akos-rs.si/>

Protection Agency, and the Electronic Communications Council. The Agency also participates at the meetings of the Information Society Statistics Advisory Committee. The Agency's cooperation with the ministries, especially with the Ministry of Public Administration, is essential for normal operations of the Agency, and the performance of the set tasks in its operations plan. Consequently, the Agency actively participated in the implementation of the new regulatory framework (EECC) for telecommunications into the Slovenian legal order, and provided support in the fulfilment of the goals of the gigabit society.

In 2020, the Agency also collaborated with Bank of Slovenia and mobile operators on reporting data on international roaming. Because of changes to user habits, which are the result of the elimination of roaming costs in the EU, the data for establishing the payment balance with other countries is reported using a new methodology for the second year now. The new methodology that allows for a more detailed differentiation of users between tourists and transit passengers is no longer based on the date on provided services, but on the duration of data sessions.

Throughout the year, the Agency actively cooperated with stakeholders and the public. Due to the epidemic, these collaborations were mainly conducted over audio-video conferences. The Agency's employees also attended professional consultations and events hosted by others, and cooperated with national institutions and other stakeholders.

1.3.10 INTERNATIONAL COOPERATION

In 2020, the Agency continued with numerous activities at the international stage, cooperating with the European Commission, and other international regulators and international institutions with authority in electronic communications, in-

cluding BEREC, IRG, ITU, OECD, CEPT/EEC, and others, and with other European national regulatory bodies. The COVID-19 epidemic influenced how meetings, seminars and conferences are held, as they all moved online. However, this did not impact international cooperation, quite the opposite, additional mechanisms for monitoring the state of the network and services were established, requiring national regulators to perform additional activities.

Throughout the year the Agency cooperated with the European Commission, promptly submitting all the required information from regular and extraordinary requests. At the end of the year the Agency hosted a videoconference on the planned annual visit from the European Commission on the connectivity, and the Agency also participated in all other procedures with the Commission, and made sure to meet all of its legal obligations in this relation. The Agency's employees actively participated at all COCOM meetings that were held.

The Agency actively collaborates with the Body of European Regulators of Electronic Communications (BEREC), whose work is related with the implementation of the European regulatory framework for electronic communications. BEREC is preparing numerous important documents related to electronic communications that indirectly or directly affect the work of national regulators of electronic communications, and the second year after the publication of the European Electronic Communications Code (EECC) the intensity of the European regulatory body intensifies, especially due to increased scope of authority and preparation of numerous guidelines that follow EECC. The Agency's employees were very active across all three levels of collaboration with BEREC. At the level of expert working groups, where individual documents and other papers are drafted, employees took part in all 40 ongoing projects

within the 11 expert working groups, and in three additional expert network groups, organised by the BEREC office. Employees actively participated in at the projects, and also participated at meetings or videoconferences, monitored the activities and prepared drafts, commented on drafts, submitted answers to questionnaires, submitted required information, etc. In the area of open internet access, the development of fixed and mobile networks, strengthening the role of end users and cybersecurity in the implementation of 5G mobile networks, the Agency recognised certain especially important projects, i.e., those whose results had the most impact on the Slovenian electronic communications market, the Agency's employees also participated in preparing the draft documents and other materials. In the working group focused on the issues of cybersecurity in the implementation of 5G mobile networks, the Agency continues co-chairing the expert working group. The Agency's representatives attended all the meetings of the contact network, plenary meetings and the forum of BEREC stakeholders, and the informal discussion on the digital services act and the digital markets act. On its website the Agency regularly published information about its BEREC activities, ensuring transparency of operations. At the highest, plenary level, where documents are approved that were prepared at expert working groups, the Agency participated at all four regular meetings and four additional discussions. Except for the first regular meeting, all plenary meetings were virtual. The director attended all plenary meetings, regularly participated in electronic votes and when exchanging information between the Agency, BEREC and other regulatory bodies. At all three levels the Agency's employees participated in 92.2% of all events.

The Agency remains an active member of IRG, and regularly participates in the knowledge exchange and the exchange of best practices be-

tween members of this group. The Agency responded to 110 questionnaires and published 5 of its own, which puts it into third place by the number of responses, among the 37 European regulators, participating in this group. In accordance with the renewed strategy and knowledge exchange, IRG for the first time organised a series of webinars on data strategy, with numerous Agency employees participating. IRG for the first time also held two workshops for the managers in electronic communications. The traditional workshop for experts in electronic communications was moved to 2021 because of the COVID-19 epidemic.

In 2020, the Agency put even more emphasis on active participation and collaboration in CEPT/ECC, which provides good European regulatory approaches and facilitates exchange of opinions and positions through various working groups and project teams. Employees virtually attended both key meetings of this organisation, and the meetings at three project working groups that held 40 virtual meetings in 2020. In the scope of project working groups several reports were prepared related to topical questions from numbering (numbering in private networks, return of credit, calls to 112, etc.).

The Agency is a member of the Article 13 expert group that brings together regulatory bodies and the European Union Agency for Cybersecurity (ENISA). Based on legislative act the European Union recommendations, technology trends, information security standards and threats the Group prepares and coordinates recommendations that regulatory bodies should adhere to in their work. In 2020, the Agency and other regulatory bodies collaborated with ENISA in preparation and coordination of three new recommendations in cybersecurity, namely: Technical recommendations on security measurements, Supplemental recommendation on security mea-

asures for 5G networks, and a new Recommendation on incident reporting.

In 2020, the Agency planned to hold at least two bilateral meetings with European regulators, however, because of the COVID-19 pandemic it was unable to hold them. It still utilized electronic communication means to regularly cooperated with other regulators, and made sure to promptly exchange information related to issues that are in common interest.

2 ELECTRONIC MEDIA

2.1 ANNUAL GOALS

The Agency has for the most part achieved all of the goals it set for itself in 2020. The Agency's activities were focused on performing public tenders for analog audio broadcasting, public tenders for awarding the licenses for digital broadcasting of radio programming, drafting the proposed strategy for the development of radio and television stations in the scope of the Agency's authority from 2020 to 2025, participating in new media legislation, and developing the online platform of media and information literacy.

During 2020 the Agency actively participated in preparing proposed changes to the media legislation. During 2020 the Ministry of Culture put a new proposal of changes to ZMed into public consultation, and the Agency prepared comments, especially regarding the provisions that are or will fall into the Agency's authority. Besides changes to ZMed, amendments to ZAvMS were also being prepared in 2020, as it transposes Directive EU 2018/1808 on audiovisual media services (hereinafter: the AVMS directive) into Slovenian legal order. The Agency intensively collaborated with the Ministry of Culture, submitting numerous proposals and solutions, both in the scope of the working group that the Ministry of Culture assigned it, as well as through public consultations. The procedures of adopting ZMed and ZAvMS were not concluded by the end of 2020, as both proposals are in inter-departmental coordination. Because the procedure of adopting ZAvMS is nearing the conclusion, the Agency has already prepared at the end of 2020 drafts for

the six executive acts that fall under its authority, and submitted them to the Ministry of Culture. The Agency also contributed to improving the media sphere in 2020 by preparing the proposal for the new five-year strategy of development of radio and television stations under its authority. All of these activities fulfil the objectives that the Agency set out in the plan for 2020 relating to legislative changes.

Another important goal of the Agency is ensuring equal conditions for the operation of all stakeholders on the market. In spite of the measures that were adopted because of the COVID-19 epidemic, and that affected the work and administrative procedures at the Agency, it consistently strove to issue, monitor and transfer licenses quickly and promptly, allowing the publishers to operate without interruption. It also made sure that in spite of numerous factors beyond its control it was able to prepare and launch public tenders for awarding licenses for digital broadcasting and analogue frequencies for radio broadcasting without any major interruptions. This allowed the Agency to also meet the goal from its annual plan in which it undertook to fulfil the annual regulation plan in at least 80%, and to resolve at least 80% of open procedures in the current year, and to resolve at least 80% of procedures within 60 days.

In digital terrestrial radio broadcasting the Agency's activity were especially focused on providing more content for this platform, and preparing public tender for awarding the licenses for the two areas covered by the new digital radio net-

works, R2 and R3. The public tender of awarding the first licenses in the Ljubljana area was intended for radio stations that are already available through analog broadcasting in this area, and was concluded by awarding a single license for broadcasting for this area, and the station is already available on the R3 network. Rights were also awarded to four radio stations of RTV Slovenija for the coverage areas West R2 and East R2.

The Agency also fulfilled its obligation from the annual plan to develop the MiPi online portal for media and information literacy (www.mipi.si). Since its launch the Agency has been promptly adding various content from the broad spectrum of media and information literacy, aimed at different target audiences (children and young adults, adults, the elderly, parents, teachers), and it is striving to develop a partner network. In 2020, the Agency concluded 3 memoranda on cooperation with relevant institutions operating in this area. The Agency also continued with running the Gledoskop system, which serves especially as support in the classification of content for television publishers and providers of on demand audiovisual media services who are responsible for the protection of children from potentially harmful content in electronic media.

In 2020, the Agency also processed the application for awarding the status of a local television station of special importance to ETV, which it received in 2019. Because the applicant revoked the application during the procedure, the Agency stopped. The Agency also performed an analysis of programming in the procedure for awarding a non-profit status to one of the television stations, which is orchestrated by the Ministry of Culture, and which was also launched in 2019. In the second half of 2020, the Agency concluded processing the application from the publisher of Radio Prlek radio station for awarding the status of a local radio station of special importance. It was established in the administrative procedure that all the legal conditions that the applicant and the station must adhere to are met, so the Agency issued a decision to Radio Prlek, awarding it the status of a local radio station of special importance. The Agency also performed administrative procedures for establishing the real revenue med by television activities.

Within the limitations imposed by the COVID-19 epidemic measures, the Agency managed to fulfil its obligation from the annual plan to ensure constant proactive cooperation with all stakeholders on the media market, and to organize workshops, if needed. As part of the MiPi project

it met with the Ombudsman for the rights of viewers and listeners to RTV Slovenija's stations, who presented her annual report to the Agency, and the discussion also focused on future activities as part of the MiPi project, and the effect of the COVID-19 epidemic on the media's work and the importance of reliable and credible information in disaster conditions that we witnessed in 2020. The remainder of cooperation with stakeholders in 2020 took place over electronic communications, both as part of bigger projects, such as preparing the draft strategy for the development of radio and television stations and preparing the public tender for new radio station on the R3 network, as well as by consistently responding to individual initiatives, requests for cooperation and questions.

The COVID-19 epidemic also marked the Agency's active participation at professional discussions at home and internationally, as they were done remotely, and at the international stage there also numerous unscheduled activities, related to the effects of the COVID-19 epidemic on the functioning of the media, where the Agency actively participated. The Agency also presented its contribution at the regional conference on hate speech, attended the discussion on hate speech at the Spletno oko organisation, and par-

anticipated with a presentation at the 15th Days of Minor Offence Law.

2.2 CURRENT STATE OF THE MARKET

The register of television broadcasting holders reveals that 70 legal and natural persons held 99 valid television broadcasting licenses at the end of 2020. Thirteen of those hold more than a single license and a total of 42 licenses, which represents nearly a half of all valid licenses. Furthermore, 37 have active rights to disseminate television programming in digital broadcasting technology. In 2020, nine new licenses for performing television activities were issued, and at the end of 2020 there were a total of 10 licenses for themed television programming. In 2020, two declaratory decisions on expiration of television broadcasting licenses were issued, while one license was transferred to a new publisher.

The register of on-demand audiovisual service providers in the Republic of Slovenia included 23 services at the end of 2020.

At the end of 2020, there were 54 legal and natural persons who held 156 valid radio broadcasting licenses. There were 15 broadcasters who hold more than one license, for a total of 117. In a total of 31 licenses four radio programming networks were included, while shared regional programming was included in 2. Twenty-four radio channels have the right to disseminate television programming through digital broadcasting across the Republic of Slovenia.

In 2020 the Agency processed 24 administrative issues regarding television broadcasting licenses based on ZMed. Eleven administrative proceedings were initiated by request, and 13 ex officio. The trend of new television channels cropping up picked up again in 2020, compared to 2019, while the trend of TV channels ceasing to broad-

cast slightly subsided. In this period the Agency processed 66 administrative issues regarding radio broadcasting licenses, seven of which were initiated by request and six ex officio, and the remaining at the applicant's request. In 2020 the Agency processed one application for license transfer.

2.3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES

2.3.1 PREPARING OF THE PROPOSED STRATEGY FOR THE DEVELOPMENT OF RADIO AND TELEVISION CHANNELS

In 2020 the Agency worked hard on preparing the wording for the proposal of the new five-year strategy of the development of radio and television stations in the scope of the agency's authority for the period from 2020 to 2025, and put it to public consultation at the end of the year. In the course of the preparation the Agency took into account the trends and developments on the markets, all the available legal and strategic background papers, strategic guidelines of the ministries and the valid international documents, as well as the documents still being prepared when the strategy was being drafted. The objective of the strategy proposal is to present the strategic goals, and the Agency's future activities in electronic media needed to achieve them, with the Agency aiming to ensure regulatory predictability, consistent approach and equal treatment of all stakeholders on the market, while also – in the light of the upcoming trends in the national and European environment – to find solutions and to promptly react to the activities on the national market, taking appropriate action. Because the Agency's task is not only to ensure the development and operation of the publishers, but also to protect the public interest, the aim of the strategy proposal is to also present all the activities that will ensure the expected level of safety to the

end users. The Agency has consistently included stakeholders, the Ministry of Culture and the Broadcasting Council into the preparation, as, in accordance with the law, the Agency is not preparing the strategy independently, but with both of these bodies. The Media Act (ZMed) details in line eleven of paragraph 1 of Article 11 that the Broadcasting Council approves the strategy of the development of radio and television stations in the Republic of Slovenia, and that in accordance with paragraph 11 of Article 109 of ZMed, the Agency proposes the strategy to the relevant ministry, i.e., the Ministry of Culture. Even before preparing the final strategy proposal, the Agency published in autumn 2020 on its website the starting points for preparing the strategy and called on the public to submit its comments, proposals and opinions on them, as it wanted to obtain a preliminary insight into the public opinion, allow the public to participate in the earliest phase of preparing the strategy, and to verify which areas appear the most under threat, and consequently to how to address the challenges that the publishers and providers are facing. The responses the Agency received, and which pertained to specific areas under its authority, the Agency was able to diligently study and take into account when preparing the final document, and it also included the Guidelines from the Broadcasting Council in its strategy preparation. The public consultation of the strategy was not yet completed by the end of 2020.

2.3.2 AWARDING LICENSES FOR DIGITAL TERRESTRIAL RADIO DISSEMINATION

In 2020 the Agency continued with the activities for encouraging the development of digital terrestrial radio platform. On the first national multiplex R1, 19 radio stations were broadcasting, and its capacities are full, however, there is still an exceptional demand for digital broadcasting on the radio market. In 2020 two new digital networks

were established, the national network R2 (divided into the eastern and western parts), and the network for Ljubljana with surrounding area (network R3), and consequently the Agency began preparations for public tenders for awarding the rights for digital terrestrial radio broadcasting.

In March 2020 the Agency launched the public tender for awarding four licenses for digital radio broadcasting in the area of Ljubljana, as the deadline for the launch of the R3 network that covers this area was set for April 2020 in the decision the Agency issued in December 2019. In accordance with Article 104.a of ZMed the priority at this public tender was given to freely available stations that are already available in the area over analog broadcasting radio frequencies, which was also a condition for obtaining a digital license. Because of the COVID-19 epidemic, the first deadline was extended to 26 June 2020, in line with the provisions of the Act on provisional measures for judicial, administrative and other public matters to cope with the spread of infectious disease SARS-CoV-2 (COVID-19). With a total of 17 offers between them 2 publishers applied, however, only the offer from RGL, d.o.o., Ljubljana for its Radio Salomon station met all the conditions, and the Broadcasting Council issued a proposal for issuing the license in July 2020. In the beginning of September, a decision on awarding the digital license was issued for Radio Salomon, making it the only station with the right to broadcast on the R3 network. The time of holding the public tender procedure did not surpass 8 months.

As the demands of the radio stations in the Ljubljana area that are already available through analog broadcasting and have in accordance with Article 104.a of ZMed priority in public tenders, are nearly fully met, the Agency also continued with the activities for awarding further digital licenses for the Ljubljana area, and began through

tight collaboration with the Broadcasting Council to prepare a completely new concept of public tenders that will be aimed at more radio stations whose programming would improve the current offer in this area, and consequently also on the Slovenian radio market. At the end of July 2020, the Agency published on its website a call to the interested parties to submit proposals regarding public tenders for new radio stations on the digital network of the Ljubljana area, and received a few responses with specific concepts of radio programming. Preparing such a tender demands a lot of time, and is also tasking from the professional perspective, so the Agency wants to plan enough time that all interested parties with the aim of competing in this public tender, but do not yet hold licenses for providing radio activities, can handle all the formal requirement from ZMed (registration, entry into the media register, obtaining a license). In November 2020 it also published a call to all interested parties to obtain the licenses in time. The public tender is planned for the first half of 2021.

In 2020 the Agency also began preparations for holding the procedures for awarding digital broadcasting licenses for the areas West R2 and East R2. In both areas of the R2 network, the first phase will include mainly public tenders for radio stations that already have analog radio broadcasting, as numerous stations that would also have interest in broadcasting over the digital terrestrial platform are present in both areas. In the first half of 2020 the Agency prepared the proposals for the conditions that an individual provider must meet, and the criteria for selecting the best offer, submitted them to the Broadcasting Council in early autumn of 2020, and obtained its approval. The public tender was not launched in 2020, because of the question of the legal status of digital terrestrial broadcasting of local radio station of special importance, which should be resolved by the proposed amendments to Article 77 of ZMed, however, at the end of 2020, this was still in the procedure in the State Assembly of RS. The Agency plans to hold the tender in the first quarter of 2021.

The R2 network currently hosts the radio stations of RTV Slovenija, namely Radio Capodistria and Radio Koper /RADIO KP/ (both in the coverage area West R2), and Radio Maribor and Pomurski madžarski radio - Muravidéki magyar rádió (both in the coverage area East R2). In the autumn of 2020, the Agency awarded the digital broadcast-

ing licenses for these stations to RTV Slovenija without a public tender, based on the provisions of the Radiotelevizija Slovenija Act (ZRTVS-1), and the preliminary opinion of the Broadcasting Council, as according to paragraph 2 of Article 12 of ZRTVS-1, RTV Slovenija has priority when awarding available frequencies and access to other technologically limited resources that it requires for performing its public service, and can obtain them without a public tender with a decision from the Agency.

2.3.3 THE PLATFORM FOR MEDIA AND INFORMATION LITERACY

In June 2019 the Agency launched the MiPi (www.mipi.si) web portal, through which it aims, as the convergent regulator in the scope of its authority and with the goal of protecting end users of electronic communications, and the goal of improving the digital economy and society index (DESI) position in human resources and internet use to inform the broader public on current topics in media and information society, the importance of critical and deliberate use of media content and information technologies, influence of media, understanding different media messages and information, responsible creation and distribution of messages, as well as about the advantages and pitfalls of the use of information technologies. For this purpose, the Agency published 59 arti-

cles of public interest on the portal in which it also responded to the COVID-19 epidemic that intervened into our lives by shifting a large part of our activities online and in front of screens. In 2020 the Agency opened MiPi's page on Facebook, additionally promoting its content and addressing a larger number of people. The editorial board that prepares the content for the portal, uses analytics tools to periodically monitor the site's audience and number of page views, which have grown considerably since last year. In 2020 the Agency continued expanding its network of partners by concluding agreements on cooperation with the Slovenian Consumers' Association, the Ombudsman for the viewers and listeners of RTV Slovenija, and the Statistical Office of RS. The partner network of the MiPi project also includes the Information Commissioner, SI-CERT, ICS Institute, University of Ljubljana, Faculty of Social Sciences, Safe.si, Spletno oko, Časoris, Faculty of Media, Pismenost.si, and the Academic and Research Network of Slovenia (ARNES). The aim of these partnerships is to facilitate mutual exchange of content and links, with the participants striving to improve their reach of citizens, and improve the recognition and visits of MiPi and partners' websites, and ultimately to improve digital literacy.

In the scope of media literacy and protection of end users, especially their most vulnerable groups, the Agency continued to update Gledoskop, its system for classification and labelling of programming content that alerts parents, children, teachers and other public if a certain content includes scenes that can be harmful for a certain viewer age group. In 2020, the Agency continued with regular contact with members of the coder committee, however, because of the COVID-19 epidemic they were limited to electronic communications and collaboration for most of the year. The first meeting took place at the Agency's headquarters in early 2020, but the following ones had to be rescheduled electronically because of the COVID-19 epidemic. The meeting focused on limitations of Slovenian legislation regarding time commitments for broadcasting the content that includes scenes which could be potentially harmful to children and minors, as these do not apply to providers who are registered abroad.

Because the AVMS directive was not transposed into Slovenian legal order in 2020, the Agency did not perform the activities this new legislation would bring under its authority.

2.3.4 INTERNATIONAL COOPERATION: ERGA, EPRA, AND CERF IN MEDIA REGULATION

The Agency is a member of several groups of European regulators in audiovisual media services (European Regulators Group for Audiovisual Media Services – ERGA, European Platform of Regulatory Authorities – EPRA, and Central European Regulatory Forum – CERF) in which it participates in the development and updates to EU's legal mechanisms, in exchanging and monitoring legislative trends in the broader international environment, and transfers best regulatory practices in Slovenia. The AVMS directive requires member states to ensure a free flow of audiovisual media services between EU countries, requiring the harmonisation of how national media areas are resolved, at least in the part that is covered by the directive, and cooperation between countries in electronic media, where the above platforms for exchanging regulatory solutions and practices have been very active. The Agency also participates in the Contact Committee of the European Commission, where it has the important role of resolving the disputes related to jurisdiction, while also providing the data for the MAVISE database on audiovisual services and their jurisdiction in Europe, managed by the European Au-

audiovisual Observatory.

The conclusion of the reform of EU's single audiovisual legal framework was planned for 2020 with the implementation of the updated AVMS directive in all EU member states, and therefore ERGA's working groups detailed all the areas required for its implementation. The Agency's employees actively participated at all five working groups. Working groups also focused on media literacy and the problem of disinformation on major online platforms, including Facebook, Google, and Twitter, promoting and visibility of the European audiovisual production, and cooperation of regulatory bodies in resolving cross-border cases, where the memorandum on the agreement that details this cooperation was adopted. ERGA also monitored how the Digital Services Act is being adopted, and has responded to the COVID-19 epidemic with a special action group that monitored the epidemic's economic effects on the operation of the media in member states. EPRA responded similarly, monitoring the response of regulatory bodies on harsher conditions. The Agency actively participated in all working groups and plenary meetings of ERGA, and at the virtual meeting CERF, as well as numerous EFRA's activities.

3 POSTAL SERVICES

3.1 ANNUAL GOALS

In 2020 the Agency completed the most planned tasks in the regulation and supervision of the postal services market: Because of the changed market conditions, the Agency's priority task in regulation of the universal postal service was the change to the General act on the quality of the universal postal service provision, with the Agency issuing a new General act on the quality of the universal postal service provision after a public consultation, which will come into effect on 1 July 2021. The longer deadline for implementing the new general act was set in order to allow Pošta

Slovenije, the provider of the universal postal service, to adapt its work and organisation processes, especially related to the introduction of priority and non-priority delivery. This also provides users and other stakeholders with a suitably long transition period for adapting. The new general act retains the quality level of shipment delivery for users, while also giving them the option of choosing between the current quality level and the a lower one. The new general act also regulates lettermail, more clearly defining the criteria for the density of mailboxes.

Additionally, the Agency exercised its authority according to Regulation (EU) 2018/644 of the European Parliament and Council of 18 April 2018 on cross-border parcel delivery services and the Regulation on implementing the Regulation (EU) of cross-border parcel delivery service, holding a public consultation, i.e. a workshop in order to provide support to the providers in fulfilling their new reporting obligations according to the EU Directive.

In 2020 the Agency performed a supervision of the methodology and the deadlines for transferring the letter mail and parcels. The supervision confirmed that the results for 2019 are comprehensive, reliable and true, and that the required quality of delivery was achieved.

The surveys and analyses that the Agency planned for the past year were also completed. The Agency also conducted 4 surveys on the price and quality and user satisfaction/needs of postal services, namely a comparative analysis of the prices and the quality of parcel delivery in cross-border traffic, a survey on user satisfaction/needs with post services after the closure of post offices, and the annual surveys on user satisfaction with postal services (general and business users).

Besides the above, the Agency also set out to actively participate in the international associations ERGP (European Regulators Group for Postal Services), and CERP (European Committee for Postal Regulation). The Agency's employees actively participated at all 7 working groups, and in one of them also drafted the documents. As part of this it closely followed the EU's regulatory activities regarding the postal services market, and it provided written and oral explanations regarding postal services to the general public, businesses, and other European regulators. Because of the COVID-19 epidemic, the Universal Postal Union Congress, planned for 2020, was moved to 2021. Regardless of the above, numerous expert and operative activities at the level of the Universal Postal Union were still underway, in which the Agency provided the relevant ministry with expert support. At the invitation of the relevant Ministry, the Agency joined the work of the redaction committee for translating the 2nd additional protocol of the Universal Postal Union.

In 2020 the Agency continued with the procedure of verifying the calculation of the net costs of the universal postal service provider for 2018, appointing an expert and holding a meeting. The Agency also conducted several other activities aimed at ensuring sustainable, regular, and uninterrupted provision of the universal postal service at the prescribed quality level and affordable prices, and, among other things, delivered to Pošta Slovenije 35,000 stickers prohibiting delivery to mailboxes. The Agency issued an approval for changes to the prices of the universal postal service in domestic and international traffic, and a partial approval for the changes to the General acts for providing the universal postal service. It also held a supervision of derogations from delivery time and delivery to home or detached mailbox, and the provision of a suitable number and working hours of contact points, especially in the procedure of issuing an approval to the pro-

posed changes or closures of contact points. The Agency analysed the options or a regulatory implementation of new technologies for the provision of the universal postal service, and prepared a new calculation of the weighted average cost of capital (WACC) for the provision of the universal postal service. The Agency also began modernising the data collection system, needed for market analyses and for exercising its authority based on the Directive on cross-border parcel delivery services, however, because of issues with the external contractor, the task was not completed in 2020, and the project of modernising the data collection system continues into 2021.

The Agency also performed an additional task which was not planned in the operational program for 2020. After completing the public consultation, the Agency issued a new General act on accounting information and calculating the net cost of the universal postal service obligation, as a response to the finding that in spite of a clear, unambiguous and exact legal resolution for the method of calculating the net cost, different explanations of the calculation have cropped up in practice. The Agency also issued a Recommendation on the procedures for closing Pošta Slovenije's contact points, as it detected lack of communication between stakeholders, and consequent dissatisfaction of some users and local communities to Pošta Slovenije closing its contact points. Further on, the Agency completed several tasks, related to regulatory response to the impact of the COVID-19 epidemic on the provision of the universal and other postal services, cooperating with the relevant ministry in relation to the provision of the universal postal service and mail delivery during the epidemic, publishing the expectations and explanations regarding the postal providers' obligations for the duration of the epidemic, and introducing an exception to the use of the sticker for preventing unsolicited mail in the mailbox.

3.2 CURRENT STATE OF THE MARKET

The postal services market in the Republic of Slovenia displayed a continuation of the stable trend of the number of postal service providers, with a constantly growing core and micro companies (generally sole proprietors) entering and exiting the market. The number of employees with postal service providers grew by 5.8%, while the number of contact points for direct work with users of all postal service providers recorded a minimum growth, with simultaneous shrinking of the network of the universal postal service provider. There was a decline of the amounts of letter mail by 6.19% with a 6.94% decline in letters within the universal service, whereby Pošta Slovenije's market share on the letter mail market amounts to 83.9%. There was a growth in the amount of parcels sent by 6.2%.

In 2020, the Agency entered 13 new providers in the register of postal service providers in 2020, and removed two providers, as they stopped providing postal services.

TABLE 8: NUMBER OF POSTAL SERVICE PROVIDERS ENTERED INTO THE OFFICIAL REGISTRY AS OF 31 DECEMBER 2020

Service	Number
Provision of postal services (all providers)	35
Provision of universal postal service throughout the entire territory of the Republic of Slovenia	1
Provision of interchangeable postal services of delivering mail items of up to 2 kg	5
Provision of interchangeable postal services of delivering parcels of up to 10 kg	4
Provision of interchangeable postal services of delivering registered and insured mail	5

3.3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES

3.3.1 REGULATION OF UNIVERSAL POSTAL SERVICE PROVISION

In 2020 the Agency realized its goals in regulating the universal service provision, exceeding the expected results, as residents of the Republic of Slovenia had access to permanent and regular universal postal services at the defined level of quality across the whole territory of the country, even though with occasional disruptions due to the COVID-19 epidemic. The universal service was provided at prices that are available to all postal service users.

The Agency monitored the measurement of the

letter mail delivery times of Pošta Slovenije, taking into account the requirements of the SIST EN 13850:2013 standard, and together with a contractor conducted an assessment of the methodology and the quality measurement results for 2019. The assessment confirmed that the results for 2019 are accurate and meet the prescribed quality requirements. Together with the contractor, the Agency also verified the results of measuring the quality of parcel delivery, based on the technical recommendation SIST-TP CEN – TR 15472:2007.

As part of pricing regulation in 2020 the Agency processed 2 requests from Pošta Slovenije for changing the price of a service from the range of universal services, one for domestic traffic, and one for cross-border traffic. The Agency issued

an approval for proposed price changes. In 2020 the Agency also received a request from Pošta Slovenije for changes to General terms for providing the universal postal service, and issued a partial approval of the proposed changes that came into effect at 1 January 2021.

Changes also occurred in the network of the universal postal service provider, with the Agency issuing 7 decisions for providing approval to transformations of contact points, and 7 decisions for approval to contact point closures. In 2020 the Agency cancelled the validity of a previously issued approval for closing a contact point, as Pošta Slovenije followed the Agency's Recommendation regarding the procedures for closing Pošta Slovenije's contact points, and instead of closing the contact point transformed it into a contract post office. The Agency issued all the decisions following the applications from Pošta Slovenije and taking into account the requirements from the General act on the quality of the universal postal service, which defines the threshold for the lower density of contact points, i.e., the lowest permissible number and distribution of contact points on the territory of the Republic of Slovenia.

Considering the changed market conditions that among other things include a declining amount of letters, a growing amount of parcels and a re-shaping of Pošta Slovenije's network, the Agency continued with the analysis in which it established whether the existing regulation of the universal postal service is appropriate. Following an internal analysis, the Agency prepared a proposal for the new General act on the quality of universal postal service provision, and issued it after holding a public consultation. In 2020, following a public consultation, the Agency also issued a Recommendation related to procedures of closing Pošta Slovenije's contact points with the aim of establishing best practices for safeguarding the interests and rights of the users of postal services in the event their contact points are closed. As the regulatory response to the impact of the COVID-19 epidemic on the provision of the universal and other postal services, the Agency cooperated with the relevant ministry in relation to the provision of the universal postal service and mail delivery during the epidemic, publishing the expectations and explanations regarding the postal providers' obligations for the duration of the epidemic, and introducing an exception to the use of the sticker for preventing unsolicited mail in the mailbox.

3.3.2 FOSTERING COMPETITION IN THE POSTAL SERVICES MARKET

The Agency fulfilled its goals regarding fostering competition in the postal services market. As a continuation of the Analysis of economic incentives for ensuring effective competition with regulatory intervention in access to the parcel network, which was concluded in 2018, and reviewing the options for fostering competition on the market with access to parcel network elements at a voluntary basis, which was conducted in 2019, the Agency in 2020 conducted an internal analysis of the options for regulatory implementation of new technologies for universal service provision in 2020. The Agency held one consultation, i.e., workshop for all registered parcel delivery providers regarding their fulfilment of obligations according to Regulation (EU) of the European Parliament and the Council on cross-border parcel delivery services. The Agency also entered and removed postal service providers from the official records.

3.3.3 ESTABLISHING STATE OF THE POSTAL SERVICES MARKET

In this task the Agency also fulfilled its objectives. It obtained the relevant data, and conducted the

annual analysis of the postal services market for 2019. It also conducted other analyses and surveys with the help of an external contractor, namely: a comparative analysis of the prices and delivery times of parcels in cross-border traffic, a survey on satisfaction/needs of users with post services after the closure of post offices, and an annual survey on satisfaction/needs of users with postal services (general and business users).

3.3.4 REGULATION OF SEPARATE ACCOUNTING

In 2020 the Agency for the most part completed the two tasks in the regulation of separate accounting. In the beginning of 2020, it concluded the analysis of permanent and variable costs in the cost model of Pošta Slovenije. This task had been carried over from 2019 into 2020 because of complications with obtaining data.

With the help of an external contractor, and after holding a public consultation, the Agency in 2020 calculated the amount of the Weighted Average Cost of Capital (WACC) for the provision of the universal postal service by Pošta Slovenije, d.o.o., as at 31 December 2019.

The Agency continued with the procedure of verifying the calculation of the net costs of the universal postal service provider for 2018, appointing an expert and holding a meeting. The procedure has not been completed and will continue into 2021.

In 2020 the Agency with the help of an external contractor also conducted an analysis of the methodologies for calculating tangible and non-tangible benefits in appointed universal postal service providers in the EU, and compared them to Slovenia.

After completing the public consultation, the Agency issued a new General act on accounting

information and calculating the net cost of the universal postal service obligation, as a response to the finding that in spite of a clear, unambiguous and exact legal resolution for the method of calculating the net cost, different explanations of the calculation have cropped up in practice.

3.3.5 INTERNATIONAL COOPERATION

The Agency actively participated in the international associations ERGP (European Regulators Group for Postal Services), and CERP (European Committee for Postal Regulation). In ERGP the Agency participated in 5 working groups, and in one of them it also prepared draft documents. The Agency attended two ERGP CN online sessions and two ERGP online plenary sessions, and a workshop. It also attended CERP's plenary meeting. In the scope of the European Commission the Agency attended the meeting of the Postal Directive Committee (PDC). As part of preparations for the regular Universal Postal Union (UPU) congress, the Agency participated in preparing the positions of the Republic of Slovenia, however, because of the COVID-19 epidemic, the UPU congress was moved to 2021.

For statistical purposes the Agency reported to the European Commission, which since 2014 has had the authority to collect and process data on the postal services market. The Agency proactively participated in the professional discussions in the field of postal regulation. Besides attending meetings through the associations of regulators, forums, and conferences, it also prepared and presented its study at the international conference Postal and Delivery Economics. Throughout the year the Agency actively cooperated with stakeholders and the public, providing appropriate support, and among other things held a workshop on the topic of cross-border parcel delivery.

4 RAILWAY TRANSPORT

4.1 ANNUAL GOALS

Much like in the previous years, the Agency focused its activities in regulating the railway traffic services market mainly into:

- ensuring equal access to the public railway infrastructure (PRI) and fair usage fees for its use, and therefore ensuring all applicants/carriers non-discriminatory treatment and competition improvement,
- ensuring non-discriminatory access to facilities and equipment where additional services are provided, and charging fairly for their use and/or for the services provided in them, thereby ensuring carriers equal conditions for the competition on the market, especially to new entrants,
- active cooperation with all stakeholders in resolving issues,
- active participation in the creation and implementation of a potential new regulatory framework and international participation in forming the European regulatory framework,
- active participation in professional discussions at home and at the international level with the goal of transposing best regulatory practices to Slovenia.

These goals were achieved through the activities that are detailed below, with regular monitoring of the railway services market being essential for achieving the goals. The Agency monitored the activities of the PRI manager in train path allocations for the timetable period and for the specific purpose (ad hoc), and checked whether all the carriers or applicants are ensured equal treatment when they are assigned. It also focused on issued licenses for train traffic with exceeding maximum length. This ensured that train paths are allocated to all the applicants without discrimination.

Taking into account that in the past the Agency

had alerted the PRI manager to the issue of late cancellations of train path allocations, and called on it to take appropriate action, the Agency continued in 2020 with the activities for improving the level of utilization of allocated train paths and for ensuring an appropriate number of free (catalogue) routes for current needs (ad hoc) of carriers. This was achieved with regular analyses of allocated train path realisations, thereby monitoring their actual use, while also establishing the actual utilization of the infrastructure capacities.

In 2020 the Agency continued with regular monthly supervisions of usage fee charges for access to PRI, ensuring that usage-fee remains fair for all carriers. The Agency also focused a lot of its activities also on performing the project of establishing the cost base of setting the basis for calculating usage fee for the use of public railway infrastructure and access to facilities for providing railway service from the minimum bundle of services, and verified compliance with valid regulations.

By monitoring the provision of additional services, the Agency ensured that carriers have equal access to these services and that they are charged fairly. The Agency also kept monitoring train delays. In accordance with new tasks, the Agency also performed the supervision of the operations of the public railway infrastructure manager.

In the scope of its authority, the Agency provided support to the Ministry of Infrastructure, participating in the preparation of changes to two acts: The Railway Traffic Act, and the Railway Traffic Safety Act. The Agency was also active in the international field, especially in working groups of the European Commission and the Independent Regulators' Group - Rail (IRG-Rail), which is described in detail below. It also increased its focus on informing the public on the market conditions, its authority and legal frameworks on this area.

4.2 CURRENT STATE OF THE MARKET

In 2020 passenger transport railway services were still provided by only one carrier, SŽ-Potniški promet, d.o.o. The Agency recorded a severe decline in traffic. Compared to 2019, the traffic decline is seen both in the number of transported passengers, which just exceeds 40%, as well as in the scope of the work provided (expressed in passenger kilometres), where the decline is at nearly 42%. The main reason for this development is the fact that due to the epidemiological situation in the country, passenger railway traffic in the Republic of Slovenia was partially or completely stopped during certain parts of the year. In accordance with the regulation of the Government of RS on a temporary prohibition and limitations to the public transport of passengers in the RS, public railway traffic was halted between 16 March 2020 and 10 May 2020. As of 11 May 2020, the Government of RS partially re-established public railway passenger traffic, which only pertained to trains in domestic traffic. International traffic remained, in accordance with the regulation of the Government of RS and in agreement with neighbouring railway administrations, stopped until 22 June 2020. Following the exacerbation of the epidemiological conditions in the country, the Government of RS again adopted the Ordinance on temporary prohibition, limitations and method of performing passenger transport in the territory of the Republic of Slovenia with a validity from 16 November 2020 to 15 December 2020. Along with public passenger transport being fully or partially stopped, another reason for the lower number of transported passengers is the reduction of daily passenger migrations because of remote school and increased scope of remote work.

In spite of the fact that in the second half of 2019 four new carriers entered the railway freight transport services market: Primol-Rail, d.o.o., Ten Rail, železniški tovorni promet, d.o.o., Italian carrier In-Rail S.p.A., and the Hungarian carrier Train Hungary Maganvasut Kft, the Agency finds that this market also marked a decline in the amount of services in 2020, mostly because of difficulties related to the COVID-19 epidemic. After a long period of stable growth in freight transport services in railway traffic, which can mainly be attributed to increased cargo handling at the Port of Koper, 2020 marked a decline in the amount of transported goods, as well as the scope of work provided by carriers in railway freight transport (measured in net ton-kilometres).

In 2020, 20.53 million tons of freight was transported on the public railway infrastructure of the Republic of Slovenia, and carriers made a total of 4,923 billion net ton-kilometres. Taking into account the amount of transported freight (in tonnes), it declined by 6,5% compared to 2019. The decline in the scope of services provided by

carriers was even higher at 7.2%.

4.3 ACTIVITIES FOR ACHIEVING THE OBJECTIVES

4.3.1 MONITORING TRAIN PATH ASSIGNMENTS AND FEE CHARGES

In the scope of its tasks of monitoring competition on the railway transport services market the Agency continued in 2020 to regularly monitor the realization of allocated train slots on the public railway infrastructure. The Agency analysed the realization of allocated train slots by individual carriers based on monthly reports submitted by the public railway infrastructure manager, and compared them with the manager's monthly analyses. The Agency did not discover any derogations. In 2020 the Agency found that the public railway infrastructure was less utilized than in 2019, which is mainly attributable to the harsher economic conditions resulting from the COVID-19 epidemic.

In railway freight traffic the lower utilization of the public railway infrastructure is mainly manifested in the number of cancellations or actually performed freight train runs, as there were 10.3% fewer of them than in 2019. When comparing the number of allocated train paths, the difference is smaller, as it was established that in 2020, carriers were assigned 4.87% fewer train paths than in 2019. Based on both comparisons it can be assumed that carriers were better at adapting the orders for train paths to their actual needs in the regular requests for the timetable period than in the "ad hoc" requests.

The COVID-19 epidemic had an even bigger impact on railway passenger traffic services, where the share of unrealised and cancelled train paths was negligible in the past, and which as not exceeded 2% of all assigned train paths during the whole monitoring period since January 2009. Because passenger transport services are for the most part provided as part of its public service obligation of providing passenger transport in domestic and cross-border regional railway traffic, and as there are significantly lower fluctuations, the comparison between 2019 and 2020 shows a nearly identical number of assigned train paths (there were 0.33% more train paths assigned for 2020). However, because of the complete stop or limited provision of public passenger traffic between mid-March and early July, and again from mid-November, 30% of all assigned train paths were cancelled.

Considering that in the second half of 2019 a new carriers entered the market, resulting in expected increased demand for infrastructure capacities, the Agency placed special focus on monitoring train traffic on the railway section between Divača and Koper. This railway section has a status of overtaxed infrastructure. Along with the high number of freight and passenger trains, we also had to take into account the number of machine trains headed towards Koper to return pushing locomotives because of the relatively high longitudinal gradient of the track. The analysis of train traffic included all freight, passenger and machine trains in both directions that actually ran on this section. While in the past years up to more than 100 trains ran on this section per day, the data shows that in no month of 2020 was throughput capacity of the section at 94 trains per day exceeded. With the start of the 2019/2020 timetable period, additional passenger trains were added on the section towards Koper, and there were fewer replacement bus rides. This resulted in an increase in the number of passenger trains during the months when there were no limitations on public transport.

The number of freight trains on this section decreased somewhat in 2020, however the data shows that in certain months the COVID-19 epidemic did not have an impact on the number of freight trains, which is somewhat unexpected.

In 2020 the Agency carefully monitored whether carriers are charged the correct usage fee for access to the public railway infrastructure for the minimal bundle of services. Based on the monthly reports from the PRI manager, the Agency established whether usage fees are billed to the carriers without distinction and in accordance with the methodology and valid regulations. It did not find any irregularities. At the same time the Agency also monitored how usage fee is charged for removing trains in the part of TPK of Koper-to-vorna station.

In 2020 the Agency continued with the project of establishing the cost base of setting the basis for calculating usage fee for the use of public railway infrastructure and access to facilities for providing railway service from the minimum bundle of services. At the Agency's initiative the PRI manag-

er prepared a new methodology for calculating the usage fee for the use of public railway infrastructure and for access to the facilities for providing railway service from the minimum bundle of services, which is based on eligible costs, in accordance with the provisions of the Commission Implementing Regulation (EU) 2015/909 of 12 June 2015 on the modalities for the calculation of the cost that is directly incurred as a result of operating the railway service. The Agency cooperated with the manager on this project. In 2020 the Agency expanded the review of new methodology to a detailed review of cost distribution to other and auxiliary services, and a review of the written and accounting parts of the methodology. In the scope of evaluating the methodology, the Agency defined the procedures of the review, defined the limitations, studied the relevant documentation and legislation, defined the basics of cost-based accounting in network activities. In the central part of the evaluation the Agency described all the findings, prepared them as questions for the manager. In the procedure of evaluating the methodology compliance with relevant legislation, the Agency studied the claims from the methodology's description to establish whether they are appropriately implemented in the accounting part of the methodology. It also verified whether the methodology takes into consideration the requirements from ZZeIP and the Directive, and Regulation in the parts that pertain to usage fees for different services available from the infrastructure manager. The Agency prepared a comprehensive report in which it listed the proposals for corrections in relation to the methodology. Currently the manager is in the phase of meeting the Agency's requests, and the review of the methodology will continue in 2021.

4.2.2 MONITORING ACCESS TO ADDITIONAL SERVICES

In accordance with the Commission Implementing Regulation (EU) 2017/2177 of 22 November

2017 on access to service facilities and rail-related services the Agency prepared and published at the end of 2019 the guidelines that define the procedures and measures for excluding the application of some provisions on the managers of facilities and devices. In 2020 the Agency did not receive any requests for exemption.

The Agency did monitor the performance of the Implementing regulation in connection with the obligation imposed on manager of these facilities to prepare and publish descriptions of facilities and devices for providing additional railway services.

4.2.3 SUPERVISION OF THE OPERATIONS OF THE PUBLIC RAILWAY INFRASTRUCTURE MANAGER

In 2020 the Agency continued its efforts to supervise the operations of the PRI manager. The Agency verified the organisational independence of the PRI manager from the perspective of supervisory board, management and leadership, and called on the manager to comply with legislation.

The Agency also launched a supervision of concluded agreements for manager's business transactions with other companies in its group, finding no violations of the law. It also found no violations in the procedure of supervising the PRI manager's adoption of its business plan.

Because the Agreement on providing the services of managing PRI for the period between 1 January 2016 and 31 December 2020, concluded between the Republic of Slovenia and the PRI administrator, expired on 31 December 2020, the Agreement verified the manager's transparency before concluding an agreement on providing a public utility service in accordance with para-

graph 11 of Article 11.c of ZZelP. Because the PRI manager acted in accordance with valid legislation after the Agency's notification, the Agency did not launch an inspection supervision procedure.

For 2020 the Agency planned a supervision of accounting records of the PRI manager, and its other financial operations. However, the PRI manager has not implemented the new methodology and the new cost-separated accounting in 2020, even though it had planned to do so. Consequently, the supervision was postponed.

The Agency also planned to verify whether the manager is receiving instructions from the management of its parent company, based on the Agreement on control, however, it did not do so, as it did not detect any irregularities in the process of monitoring the manager's actions towards stakeholders in this market segment.

Additionally, the Agency reviewed the content of the network programme in 2020 (a task planned for 2021), providing comments to the PRI manager and the managers of facilities and devices for providing additional railway services in the preparation of the Network programme for 2020 and the changes to the Network programme for 2021. The main comments pertained to publishing information on facilities and devices for providing railway services, as the Agency discovered that these are not entirely in accordance with the European Commission Implementing regulation (EU) 2017/2177.

4.2.4 INTERNATIONAL COOPERATION IN REGULATION OF RAILWAY SERVICES (IRG-RAIL AND EC WORKING GROUPS)

The Agency's activities as part of international cooperation continued in 2020 in the working

groups of the European Commission and its Directorate-General for Mobility and Transport (EC DG MOVE). The Agency's representatives attended annual meeting of the European Network of Rail Regulatory Bodies (ENRRB) and actively participated in the debates on current development events on the railway services market in individual member states, were informed with the implementation of the "fourth European railway package" in individual member states. Special focus was also on charging usage fee and exchanging best practices with an emphasis on railway infrastructure in ports.

Because a large share of the Agency's international activities is related to its operations in working groups of the Independent Regulators' Group – IRG-Rail, the Agency's representatives attended several meetings of these working groups in 2020, all of them remotely, over video-conferences because of the COVID-19 epidemic. The Agency's representatives actively participated at all five working groups of IRG-Rail. Working groups are divided into: (1) monitoring legislation drafting, (2) usage fee charges (and subgroup: usage charges for additional services), (3) access to infrastructure and subgroup: access to additional services, and (4) market monitoring. In these working groups the regulatory bodies formed common positions on the proposals for performing legal acts of EU bodies, collected information on national railroad market regulation in member states, and exchanged statistical data on the development of these markets. With the goal of transferring best practices into member states of the association there were also various workshops (e.g., in relation to anti-competitive and discriminatory practices in individual member states, regarding the economic balance test). The Agency's director also attended both IRG-Rail plenary sessions.

At the Agency's initiation, an agreement no co-

operation between regulatory bodies was signed for the Alpine-West Balkan European freight corridor. The Agreement defines the authority and procedures of cooperation in the event of complaints from applicants, and when violations of individual infrastructure manager or the joint corridor office are detected. The corridor's management is based in Ljubljana; therefore, the Agency has the authority for resolving reports and the supervision of the management board and the joint body Corridor-One Stop Shop (C-OSS).

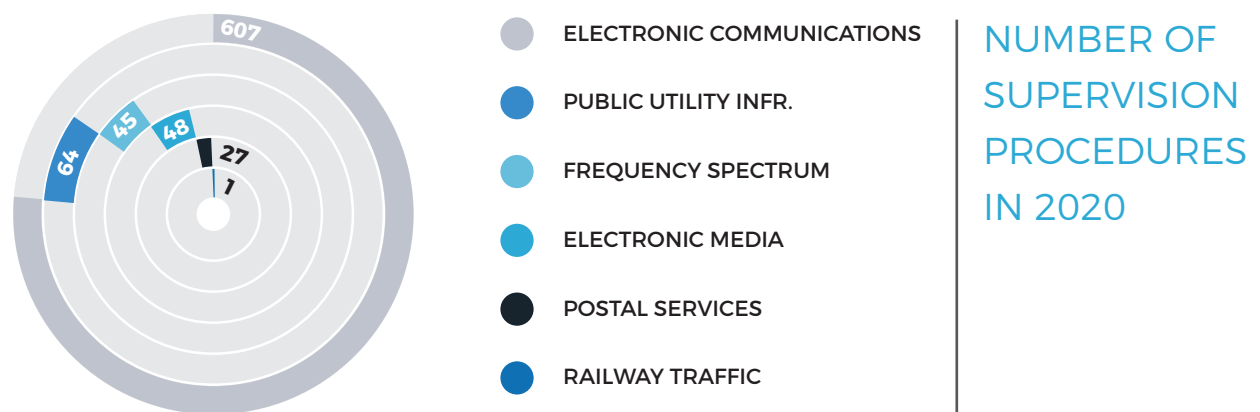


The Agency's activities as part of international cooperation continued in 2020 in the working groups of the European Commission and its Directorate-General for Mobility and Transport (EC DG MOVE).

VIII SUPERVISION

The Agency is also a supervisory body with the authority for launching inspection and minor offence procedures in electronic communications, monitoring infrastructure investments, electronic media, radio spectrum, postal services and railway traffic. The procedures are handled by persons authorised by the Agency in accordance with the laws or executive acts. Across all of the areas under its authority, the Agency managed 792 supervisory procedures (inspections and minor offence) in 2020.

FIGURE 14: NUMBER OF SUPERVISION PROCEDURES IN 2020



1 TELECOMMUNICATIONS SUPERVISION

Supervision of electronic communications services in accordance with the relevant legislation is one of the Agency's priority tasks, with the Agency following the goals of ensuring competitive environment, protecting end user rights and ensuring secure and reliable electronic communication services. The information that the Agency receives from operators and end users are one of the best indicators on the state of the market. Therefore, the Agency has setup a feedback loop with the Sector for legal affairs, which resolves user disputes and the Sector for operator supervision. This way it obtains a lot of relevant information relating to potential violations. Because of the significant reduction in physical contacts there were not many informal meetings in 2020, even though they serve as an

additional source of market information. In line with the available options, the Agency only held a few meetings, while others were moved into the virtual environment. In 2020 the Agency conducted 564 supervisory and 43 small offence procedures in electronic communications. The scope of work was significantly higher than in 2019. Along with more exceptionally taxing procedures in competition protection, which are described in detail below, there were also significantly more reports of suspected violations of unsolicited messaging (Article 158 of ZEKom-1). The number of resolved cases (63%) was comparable to last year (70%), even as the declaration of the epidemic temporarily halted the deadlines in administrative procedures twice. The charts below show supervisory and minor offence procedures, categorised by subject of supervision and by procedure difficulty.

FIGURE 15: INSPECTION PROCEDURES IN 202

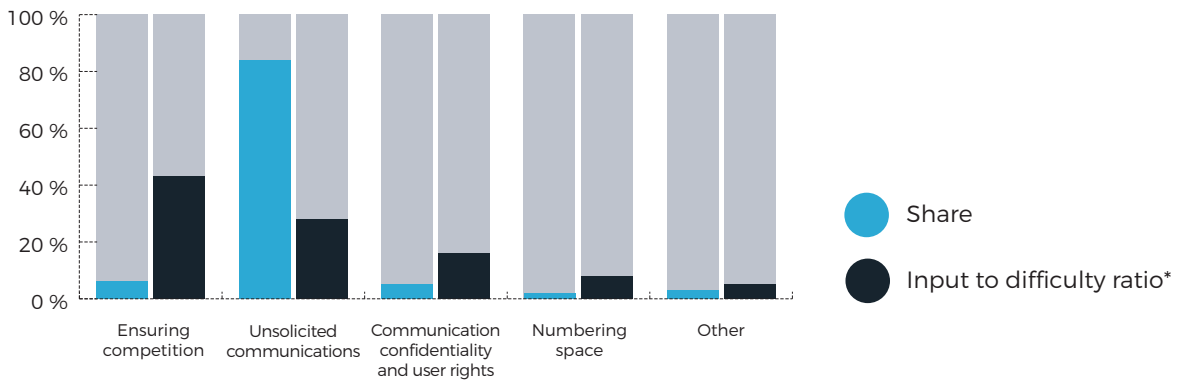
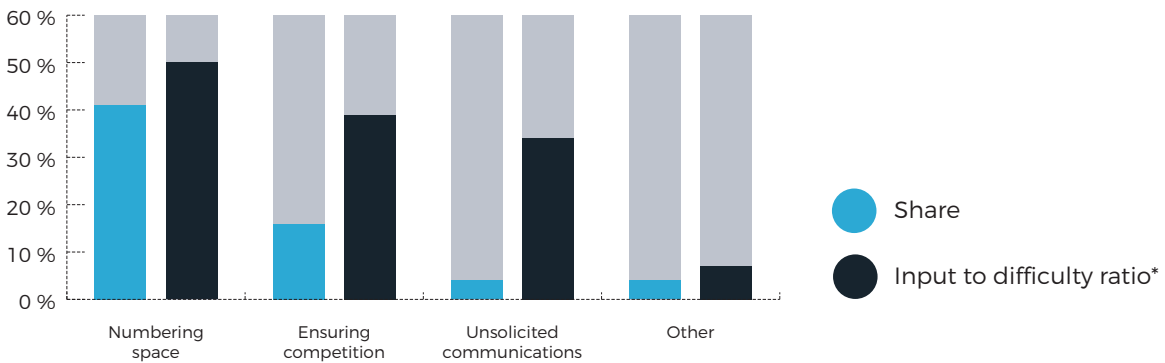


FIGURE 16: MINOR OFFENCE PROCEDURES IN 2020



* Input to difficulty ratio is a new assessment category for procedures with regard to how demanding they are and how much time and other resources they require.

1.1 INTERNET ACCESS

Since the Regulation laying down measures concerning open internet access (Regulation 2015/2120/EU) has been issued, the Agency has been monitoring and supervising the compliance of its implementation with an emphasis on the transparency of operators in ensuring internet access services, especially in relation to end users. When evaluating compliance of operators' actions, the Agency also takes into account the current BEREC Guidelines, which were revamped and published on 11 June 2020. The Agency actively participated in preparing these Guidelines.

In 2020 the European Court of Justice ruled its first case related to the application of the Regulation. Hungary addressed a preliminary question to the EU Court of Justice, and the Agency has reported in the Agency's participation in the proceedings at the European Court already in its 2019 Annual Report. The Court's decision⁷ was very important for the Agency also because of its past practices in evaluating the legality of the operators' offers in providing internet access services, as it confirmed the accuracy of the Agency's procedures, as well as that of most European regulators.

⁶<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A62018CJ0807>

In 2020 the Agency again prepared the national Open internet report. From the normative perspective, open internet is comprehensively regulated at the national level with the already implemented General act on internet access services and related end user rights. The Agency finds that since its implementation, the use of AKOS Test Net tool for measuring the speed and quality of internet service has grown, as more than 2 million measurements have been made. This is a growth of nearly 20% compared to the year before, with approximately 60% using the mobile app (connected over 3G, 4G and WiFi technologies), and 40% using the web browser version. The Agency verifies adherence to the obligations imposed by the General act by reviewing freely available information (offers on the websites and general terms and conditions of the providers), analyses the submitted proposals for resolving disputes and proposals for initiating supervisory procedures from end users, and by conducting measurements for establishing the capabilities and quality of public fixed and mobile networks across Slovenia. In general, the Agency finds that in 2020 there were no significant violations of open internet provisions, neither from the perspective of ZEKom-1, nor in relation to the General act, and that is in spite of the epidemic that has materially changed usage patterns for this service. In 2020 the Agency received 67 reports of disputes related to service outage or poor performance of broadband services, which is somewhat more than in the year before. Considering the significant growth in the use of broadband services because of remote work and school, and consequently the growth in the amount of traffic in the operators' network, the number of disputes in 2020 was not significantly higher, compared to the previous year (61).

In general, operators do not limit actual use or internet service access, except in those cases where exceptions are permitted for ensuring

the security of the network and services for users. These exceptions include, for example, the measures for limiting excessive unsolicited mail dissemination, measures for uncontrolled disclosure of system services (e.g., NetBIOS, RPC), and the measures for preventing DDoS attacks (e.g., exploiting DNS Relay vulnerability). Towards the end of 2020, the Agency began collecting additional information based on approximately 10 complaints from end users, claiming that one of internet access providers limits traffic from one of the major platforms for streaming content in the evening hours, consequently resulting in significantly poorer quality, compared to others, which the Agency confirmed by conducting measurements of its own. The Agency will continue with the procedure in 2021 in order to clarify all the reasons for this situation and establish whether a potential violation occurred.

The epidemic declared in the spring of 2020 was a major challenge especially for operators, as practically overnight, user habits changed, and with them also all traffic flows. These changes could demand they adopt measures that could indirectly or directly impact contractual provisions regarding ensured speeds or traffic management by operators. As both the business world and education were mostly moved to the home, this put significantly more burden on residential broadband connections, with mobile voice traffic also increasing markedly. The Agency took an especially active role during the epidemic. It collected weekly reports on network activities and any potential limitations in service provision. It also submitted the findings from the operators' reports to BEREK on a weekly basis, as they were also preparing weekly reports on the state of the provisions and availability of services and other measures that member states adopted in relation to electronic communications. As is evident from the reports, the operators had to increase the capacities of network interconnections with

other operators within days of the declaration of the epidemic, as well as the capacities of interfaces to the Slovenian internet exchange (SIX). There were some issues in establishing voice communications, especially in the mobile segment, however, there were no reports on major outages.

In 2020 the Agency continued performing some activities related to the implementation of the Regulation on roaming in the public mobile communication network in the European Union. Considering the reports and notifications from end users to the Agency because of alleged irregularities in charging calls and data transfer, and with issues in notifications when the agreed financial or volume limit was reached when roaming, the Agency held explanatory meetings with individual roaming providers in order to explain the regulatory framework, where it explained the implementation of this regulation with implications on the operator's actual retail offer. The Agency did not establish any actual violations regarding ensuring data transfer use in the EU/EEA for data allowances in the EU/EEA in 2020. The Agency also performed a supervision regarding allowing users to select the roaming tariff, namely a different one for the unregulated roaming service. This procedure was also concluded without a decision imposing any additional measures, as the operator resolved all uncertainties during the procedure.

1.2 COMPETITION PROTECTION

At its own initiative and based on received notification the Agency launched supervision procedures in which it verified the provision of regulatory obligations. In 2020 a lot of time and human resources were invested in ensuring supervision of fulfilling the obligations, imposed by decisions on relevant markets 3a and 3b, and on the relevant market 4. The emphasis was mostly on verifying the accuracy in charging regulated prices. It has to be emphasised that all supervision procedures related to ensuring competition are very taxing and require experts from different fields and sectors of the Agency to collaborate in order to be successful. Obtaining the data and the information, required for establishing the actual condition is also relatively time consuming. The operators are represented by major solicitors in these procedures, and they often prepare exceptionally long responses, also with the goal of stalling the procedure and making it more difficult (the longest one in 2020 had an excess of 1000 pages with all the appendices). This are additional reasons why the duration for resolving these cases is fairly long. However, even with this, the Agency managed to resolve 60% of these procedures within the 90-day deadline.

In the supervisory procedures the Agency established that the operator breached the price obligation from the regulatory decision in both markets 3a and 3b, as its reference offer included wholesale prices for carrier access services that were too high or it sold the same products on the retail market at a too low price. It imposed on the operator to remedy the situation on both markets with several decisions, relating to periods in which the operator changed prices that were the entry data for performing the ERT test. The Administrative Court of the Republic of Slovenia has revoked two of Agency's decision that were issued in these supervision procedures, and returned the matter back to the Agency for review. In the phase of repeating supervision procedures, the Agency established that the results of the ERT test can also be impacted by decision from other supervisory procedures, and it therefore decided not to continue with them until the related procedures are completed, as listed below in the report. Both on markets 3a and 3b the Agency verified the obligation of separating accounting records based on current cost accounting (CCA) and the methodology of long-term incremental costs (LRIC), in relation to the

comprehensive view of separate accounting records for access services, separate from accounting records for other activities. In the supervision procedures the Agency established irregularities and imposed a decision to remedy them. The operator has informed the Agency on compliance with the decision, and the Agency is still verifying the accuracy of its activities. The Agency also verified the prices for leasing capacities with regard to imposed price obligations on markets 3a and 3b. On the relevant market 3a the Agency established that between 1 January 2018 and 31 December 2019 the operator violated the pricing obligation, as its prices for leasing capacities in reference offers were too high during this period. Therefore, the Agency issued a decision, imposing on it to remedy the irregularity, while on the relevant market 3b the supervision procedure continues into 2021.

The Agency also verified the fulfilment of pricing obligations, imposed by the regulatory decision on relevant market 4, namely, whether detailed cost calculations for individual services and the detailed description of the used cost-based accounting model show the elements of the calculations in enough detail. The Agency did not discover any violations with regard to the fulfilment of pricing obligation in the supervision procedure of adherence to the decisions related to verifying cost-based pricing on relevant market 4.

It also verified how the deadlines for performing the orders and connections of end users that were imposed with regulatory decisions on markets 3a and 3b are met. The supervision procedure was concluded in 2019, however, the Agency needed until February 2020 to collect the data from the operator that it needed to verify whether it has remedied the established irregularities. Because of the epidemic some field activities were not performed, and already by March some of the data did not reflect the real-world situation. Consequently, the Agency temporarily halted collecting the reports and shall continue verifying the imposed measures in 2021, when all the COVID-19 epidemic related reasons they are not being collected no longer apply.

Based on some received reports the Agency launched a supervision procedure in which it verified the imposed obligation of equal treatment on market 3a, that includes the obligation of providing operator access to certain network facilities and their use in accordance with the regulator decision for shared location, and other facilities required for appropriate installation and connection of appropriate equipment that permits the use of network elements or accompany-

ing capabilities, which also requires that at the request of an operator with existing optical fibres, it must ensure a connection from the shared location to the nearest node with an edge core network router. In the supervision procedure the Agency did not discover any reasons for rejecting access.

1.3 CYBERSECURITY AND THE SECURITY OF NETWORKS AND SERVICES

Cybersecurity was already very topical in 2019, but in 2020 new guidelines from the European Commission and ENISA were issued, sending a clear signal that member states have to approach improving network cybersecurity in a coordinated way, especially in the roll-out of 5G networks. At the end of January 2020, the European Commission issued one of the most important guidelines for protecting 5G networks. The range of tools for the cybersecurity of 5G networks includes 8 strategic, 11 technical, and 10 support measures. The European Commission and the European Union Agency for Cybersecurity (ENISA) also prepared the required papers for introducing the common certification scheme that will allow it to certify 5G network equipment, as well

as ICT products, services and processes, and that will as a part of the range of tools contribute to higher security and trust of citizens in the use of digital services and products.

In the scope of preparing the risk assessment at the national level the Agency actively participated in collecting relevant data, and very actively also in the scope of the national inter-departmental working group in performing the national risk assessment. At the BEREC level, the Agency headed the 5G Ad-hoc Cybersecurity working group, and participated in the Network and Information Security Cooperation Group (NIS), actively analysing the proposed measures and consequences that the 5G toolkit brings, both for the national environment, as well as at the European level. In 2020, the Agency was actively involved in Article 13a working group (now ECASEC), and ENISA. Together with this working group ENISA prepared three important guidelines, namely the General technical guidelines on security measures, Guidelines on security measures in the scope of 5G networks, and the Guidelines on reporting incidents. The Agency submitted its proposals and comments to all of these documents in the preparation phase, and they were taken into account in nearly the full scope.

On 16 December 2020 the European Commission published more documents and the report relating to cybersecurity that will have a significant impact on the European space in the future. These are the Cybersecurity Strategy, the proposed new Information security directive, the Directive on the resilience of critical entities, and the European Commission Report on the implementation of 5G toolkit measures and continued improvement of the security of 5G networks.

EECC introduced significant changes also in security. Therefore, the Agency and other relevant bodies actively prepared the wording of the new

Electronic Communications Act (ZEKom-2), which is being significantly amended in the chapter on security because of the above. Besides EECC, which will be transposed into ZEKom-2, it will also include the obligations and authority that are planned in the scope of the 5G toolkit. Based on the above legislative acts and the European Commission guidelines, and with ZEKom-2, which is expected to be adopted in mid-2021, it can be reasonably expected that security will remain one of the Agency's more important priority tasks also in the future.

With the implementation of the Information Security Act the Agency has become a part of the new ecosystem of information security bodies. Based on the Information Security Act a new national body for information security, the Information Security Administration of the Republic of Slovenia (URSIV), was established in 2019, and assumed its roles in 2020. URSIV already provides weekly reports on significant incidents that operators report based on ZEKom-1. Both bodies collaborated throughout the year in the national implementation of the 5G network cybersecurity toolkit into national regulations.

1.4 PRIVACY PROTECTION

In 2020 the Agency participated in the national Working group of the Council for telecommunications and information society (DS TID) for preparing the positions of the Republic of Slovenia regarding continued discussion of the EU proposal of the so-called Regulation on e-privacy. It attended all three meetings that DS TID organised on this issue. In November a new compromise proposal was prepared, however, it was again not confirmed for further discussion. The discussion of the proposal therefore continues into 2021, first under the Portuguese presidency, and, should a compromise not be reached in the first half of 2021, also as part of the presidency of the Republic of Slovenia.

In 2020 the Agency discovered and sanctioned those violating the legislation related to unsolicited communications and recording and storing communication without a preliminary approval of the participants in such communication. The number of cases related to unsolicited communications has grown significantly in 2020. In 2020 the Agency launched 476 procedures, approximately 30% more than in the previous year. However, the number of received reports is significantly higher, as related reports were combined into single procedures to ensure rationalisation, meaning that the Agency actually received a total of more than 950 reports in 2020. The increase in the number of reports is tightly related to the epidemic. After it was first declared in March 2020, the Agency received a large number of unsolicited communications, related to advertising protective masks, and in the autumn of 2020 mass reports were related to the text message sent by the National Institute for Public Health (NIJZ), informing the citizens on the #OstaniZdrav app. With the latter it did not discover any violations to the legislation pertaining to unsolicited communication, while with the former the Agency has discovered irregularities in supervision procedures, and imposed remedies on perpetrators. In most cases these are return offenders that are also in procedures in several other bodies in the country. As in the past years, the Agency also supervised the operators reports in quarterly and annual surveys by sending individual additional calls that the requested operators responded to, supplying the Agency with the key data for monitoring market development.

The Agency resolved 80% of simpler procedures in this field within 60 days, while the remaining 20% within 120 days. Because of the high increase in new cases with the small number of inspectors and a high dependency of the duration on the responsiveness of those under supervision procedure, the planned performance indi-

cators were achieved, however, the Agency will continue to strive to improve them.

1.5 SUPERVISION IN SHARED CONSTRUCTION AND SHARED USE OF PUI

Monitoring infrastructure investments is in accordance with the provisions of Articles 15 and 111 of ZEKom-1 also the subject of inspection supervision under the Agency's authority, which acts as the minor offence body. In the reported year the Agency conducted 8 supervisions of verifying the entry of communication infrastructure into the record of infrastructure networks – the collective cadastre of public utility infrastructure, including the exact data on the active capacities of the network present. It also held 44 system supervisions of appropriateness of easement agreements, double the number in the Agency's plan. Special attention in supervisions was focused on realisation of market interest, which is related to the state subsidy for programme Construction of next generation access open broadband infrastructure in the Republic of Slovenia. The Agency launched supervisory procedures in the cases of all operators who declared a market interest in 2016.

2 SUPERVISION OF THE RADIO FREQUENCY SPECTRUM

The Agency manages the radio frequency spectrum and supervises it. If there are any irregularities established, it takes action in accordance with its authority, based on ZEKom-1 or ZIN. It supervises the radio frequency spectrum systematically on the basis of its annual plans, based on internal orders for special spectrum measurements, for example for the requirements related to radio frequency spectrum management, and within the scope of investigating reported radio interference. The Agency also responds to all reports for launching inspection supervisions.

When conducting the supervision, the Agency's authorized personnel use the provisions of the Inspection Act appropriately. They can act with the power a minor offence authority if they ascertain during the supervision proceedings that the severity of the offence requires them to take action in accordance with the Minor Offences Act. And, as experts in the field, they can assist radio frequency spectrum users by advising them on how to resolve various technical issues. In the scope of systematic radio frequency spectrum supervision, the Agency in 2020 conducted 42 inspections to investigate radio interference and based on reports. In three cases a minor offence procedure was conducted.

The Agency exercised its partial authority over EMC issues (electromagnetic compatibility) of radio frequency interference by searching for interference sources from devices and with measures to remedy them by exercising its inspection authority. It also processed five such cases in this field, which were mostly related to interference of metres for reading electricity usage.

2.1 MEASUREMENTS OF THE SPECTRUM AND ELIMINATING INTERFERENCE

In 2020 the Agency conducted 11 measurement recordings of the radio (FM) spectrum, 16 measurement recordings of the television (DVB-T) spectrum, and 22 measurement recordings of the spectrum for digital radio (DAB+) at different locations across Slovenia. The results were the basis for international coordination between radio broadcasting stations, for new technologies on these bands, as well as for issuing DARFs. It continued with systematic daily measurements of the radio broadcasting spectrum, where the data from all the radio monitoring stations (RMS) are archived in numerical format. It also measured the coverage provided by public mobile operators on 3G and 4G technologies and on 6600 km of roads.

In 2020 the Agency investigated 72 reports of harmful radio interference. The majority of the cases pertained to interference of mobile operators' transmissions (GSM and UMTS) by natural or legal persons using GSM repeaters that were not properly installed or configured, and other devices which were not operating correctly. The Agency invested a lot of its time on resolving interference impacting the Slovenian weather ra-

dars due to RLAN connections. Through regular measurements it monitored the activities alongside the border, where foreign radio stations continue to cause interference for our stations. The Agency investigates radio interference in the reception of signals of Slovenian radio broadcasting stations and reports them, when it establishes the interference. In 2020 the Agency focused all of its attention in this area to reporting interference on DAB+ technology, because in autumn the new DAB+ multiplex was launched on which Italian stations occupied space without any warrant. With regard to the established interference in broadcasting the Agency submitted 13 of reports to the Italian authorities in 2020. The Agency also planned to begin checking the use of the 1-10 GHz frequency band for fixed services, however, the Agency only managed to partially complete this part because of limited operations related to COVID-19 measures. The project will be continued in 2021.

2.2 MONITORING THE QUALITY OF SERVICE OF FIXED AND MOBILE BROADBAND NETWORKS

In 2020 the Agency continued upgrading the AKOS Test Net system. The Agency was active in one of the BEREC working groups (NN Tool Drafters), where it participated in local testing of the

newly developed code, and at videoconferences, related to monitoring the development and testing the new software of the open-source measurement tool which was developed by Alladin-Zafaco for BEREC. The so-called BEREC code has yet to be implemented, as the project was not technically completed by December 2020. If the developer manages to resolve all the issues and the code contributes to the system operating more accurately and reliably, it will be implemented in 2021.

The Agency's employees and the public provided the measurements that are filling the database. In 2020 more than 537,542 million measurements were conducted with the AKOS Test Net system by users on fixed and mobile broadband connections, and more than 1.5 million measurements by employees. In 2020 the Agency upgraded the mobile AKOS Test Net apps for Android and iOS, so that they now support identification and measurements on 5G mobile networks.

The Agency continued looking for suitable hardware that can be used as a probe for autonomous measurements. It reviewed metering elements from Accedian networks, which provide hardware performance, but are currently prohibitively expensive. The Agency also actively collaborated with the measuring equipment vendor EXFO in upgrading and testing new software. It used its measuring equipment for field measurements, and compared them with the measurements at its locations.

In 2020 it also planned an upgrade of capacities in links to SIX. However, because of the COVID-19 situation and the related increase in internet traffic this was not implemented, as Slovenian internet service providers upgraded their links to SIX, resulting in fewer available ports on SIX switches. In agreement with the administrator of SIX, the Agency will upgrade the capacities of its links to SIX as soon as new switches become available. This is planned for the first quarter of 2021.

The Agency continued developing the AKOS Test Net system to make it more compatible with the

tools of other national regulators, as the Agency is cooperating with them in measurements. There were also talks on bilateral utilisation of measurement servers with the Czech regulator CTU, however, there are still some technical issues that have to be resolved.

In 2020 the Agency continued with active cooperation with countries who are signatories to the memorandum on cooperation in the field of quality of service and spectrum management. The memorandum allows the signatories to exchange new knowledge and advancement in measurement methodologies for QoS, conducted by regulators for the quality control of broadband internet access services and consumer protection.

2.3 UPGRADES AND MAINTENANCE OF THE MONITORING-MEASUREMENT SYSTEM

In order to perform its tasks related to supervising the radio frequency spectrum, the Agency is constructing and upgrading the Radio supervision and measurement system of the Republic of Slovenia (RSMS), as provided in Article 61 of ZEKom-1. The Agency requires special measuring equipment to conduct its tasks, and it must regularly maintain such equipment and upgrade it when necessary. It also requires access to fixed remote or mobile radio supervision stations (RNP). In Slovenia there are currently 12 operating RNPs, of which two are populated radio supervision measurement stations (RNMP), and 3 are specialized measurement vehicles operated

as mobile RNPs. All this fixed and mobile equipment is connected to the RNMS network that the employees use for remotely supervising the radio spectrum. The Agency upgrades key components of the RNMS in the scope of the resources it has available, ensuring maintenance for uninterrupted work.

In order to realize its goals of monitoring and supervising the operation of devices with the current fast advances in technology of utilizing the RF spectrum the Agency set out in 2020 to hold a public order for two new mobile measurement receivers to replace 12-year-old equipment. Mobile measurement systems are an indispensable piece of equipment for establishing the source of interference in the so-called last mile method. It also purchased a few minor pieces of measuring equipment, antennae and supporting devices so it can perform its tasks better. For field work and access to high altitude transmitters it also upgraded its vehicle fleet with a new SUV.

3 SUPERVISION OF ELECTRONIC MEDIA

In 2020 the Agency's supervisory procedures in electronic media met the set goals and tasks for 2019 in all areas, where it had activities planned: station of special importance, protection of children and minors from potentially harmful content, shares of audiovisual works and television advertising. It also continued with supervision procedures that were launched in 2019 following reports, and were not yet concluded by 2020.

With the objective of protecting the rights and protection of TV viewers, radio listeners and users of on demand audiovisual media services, ensuring legal operations of all the stakeholders on the market, and ensuring the achievement of the public cultural goals in electronic media, the Agency acted proactively and preventively. It also conducted some unplanned activities in other ar-

reas that were launched after receiving reports.

In 2020 the Agency managed 48 and completed 33 supervision procedures, all of them inspection administrative procedures. It completed 18 procedures against radio programming publishers, and 15 against television programming publishers. In the scope of all inspection procedures, it issued 21 improvement notices.

3.1 RADIO BROADCASTING LICENSES

The Agency focused most of its supervisory resources on an extensive supervision of 18 radio stations, part of a radio network that were launched based on a report in the final quarter of 2019, and was in accordance with the yearly operational plan continued and concluded in 2020. In all 18 inspection supervision procedures the Agency conducted complex analyses of the programme, and issued improvement notices, because it established that the publishers of radio programmes connected in this manner do not meet all the programming obligations from their licenses for performing radio activities regarding local content in those parts of the programmes that are not part of the radio network.

3.2 STATIONS OF SPECIAL IMPORTANCE

In the scope of systemic supervision over all holders of the status of a local or regional station of special importance regarding their fulfilment of the conditions for retaining this status, the Agency issued 11 inspection improvement notices because of irregularities in 2018 and 2019. Based on this, and in accordance with its yearly plan, the Agency in 2020 launched several inspection supervision procedures in which it verified the fulfilment of certain past inspection decisions, namely against two local and two regional television stations of special importance, and against one regional radio station of special

importance. All the procedures were still ongoing at the end of 2020, while the supervision procedures of verifying the fulfilment of past decisions against remaining holders of the status of station of special importance will be launched in 2021.

3.3 SHARES OF EUROPEAN AND SLOVENIAN AUDIOVISUAL WORKS

In the scope of regular reviews of annual reports on achieved shares of audiovisual works in the past year the Agency established that it received the required data for 13 of 15 television channels who are obligated to submit reports. In two cases the Agency had to launch inspection procedures because of delays in submitting reports, and received the required data from the publishers. All the received reports show that in 2019 all television programming met the required shares, so no supervisory procedures were launched last year because of suspected low shares. In accordance with its operational plan the Agency also launched one inspection supervision procedure, verifying the accuracy of the submitted data on achieved shares of Slovenian audiovisual works in two television channels with large viewership. The procedure was not yet completed by the end of 2020.

3.4 TELEVISION ADVERTISING

In 2020 in the scope of its planned tasks the Agency regularly monitored the scope of advertising on the 12 most watched Slovenian television channels and 18 foreign television channels that target Slovenian audience with mostly Slovenian adverts and mostly also Slovenian subtitles, however, in accordance with the Directive on audiovisual media services and ZAvMS do not fall under the jurisdiction of the Republic of Slovenia, as they are licensed in another EU member state. Based on the findings of the regular monitoring adherence to the limitations of the scope of the

broadcast advertising in television programming, the Agency established that Slovenian publishers adhere to the legally required limitations in this area, and did not launch any procedures.

On the other hand, some foreign television programming publishers still do not adhere to these limitations. In case of violations, however, the Agency does not have any direct authority, but can only inform the regulator of the country where this publisher is registered, and ask them to take measures. In the first half of the year the Agency took this action because of excessive scope of advertising per hour for two stations whose publisher falls under the authority of the regulator from Luxembourg, and in the case of a television station that falls under the regulator from The Netherlands. By the end of the year the Agency did not receive any responses on final decisions or adopted measures from these regulators.

In the scope of television advertising, as part of the planned supervision of the rules on product placement, sponsorships and other advertising practices, the Agency also received three reports of alleged surreptitious advertising, namely unclear delineation between advertising and editorial content or incorrect product placement. With regard to one of the reports the Agency did not launch an inspection or minor offence procedure, as it established that in the analysed programme there was no surreptitious advertising in accordance with the law. In the second case it issued an improvement notice, following an inspection supervision procedure that established irregularities, while based on the third report it also launched a supervision inspection supervision procedure, however, it was still ongoing at the end of 2020.

3.5 PROTECTION OF CHILDREN AND MINORS FROM POTENTIALLY HARMFUL CONTENT

In accordance with the annual plan the Agency performed preventive tasks in the field of protection of children from potentially harmful content in audiovisual media services. It monitored the labelling on television programming and the publishers' use of the Gledoskop tool for rating and classification of audiovisual media content. The Agency regularly communicated with coders during the whole year, resolving any issues along the way. In the past year the Agency estimates that also because of its successful preventive work in the scope of the Gledoskop project, it only received one report regarding the content that was aired in one television programme that could harm children and minors. In the scope of two inspection supervision procedures following reports from the previous year it issued an improvement notice regarding one publisher because of an insufficient warning of viewers of a news show before airing harmful scenes, while it stopped the other procedure because the publisher took appropriate action.

4.5 OTHER SUPERVISORY PROCEDURES

Following a report of alleged prohibited appearance of two journalists or TV hosts, the Agency established for one that there was no violation, while in relation to the second alleged violation it launched several inspection supervision procedures. In one case the publisher was issued with an inspection improvement notice, while in two cases it stopped the procedure with a decision, and five procedures were still ongoing at the end of the year.

Responding to reports, the Agency also reviewed an alleged violation of provisions of copyright and selected rights in broadcasting films in television programming, and an alleged violation of provisions of the obligation of publishing the data (impresum) on an on demand audiovisual media service. The Agency did not establish any irregularities in either case, and stopped both procedures.

4 SUPERVISION OF POSTAL SERVICES

In the scope of supervising the postal services market and in line with the set goals, the Agency conducted preventive supervisions according to determined priorities, and based on findings in regulative procedures or reports.

In 2020, the Agency conducted 2 preventive supervision procedures regarding the provision of the universal service in accordance with the Postal Service Act and the General act on exceptions in the implementation of the universal service, and verified the permissibility of derogations from serving and delivering mail in certain geographic areas. The Agency planned and completed 6 preventive supervisions over the adherence to the General act on the quality of universal service provision, and 19 inspection supervision based on initiative and reports from postal service users.

5 SUPERVISION OF SERVICES IN RAILWAY TRAFFIC

In 2020, the Agency completed the minor offence procedure launched in 2019 against the public railway infrastructure manager and the manager's authorised person. The Agency established that the manager and its authorised person did not ensure all European Union carriers the right to access to the public railway infrastructure in the Republic of Slovenia for providing all types of freight railway traffic under fair, non-discriminatory and transparent terms and conditions. The Agency issued a warning to the legal and the natural person.

IX DISPUTE RESOLUTION

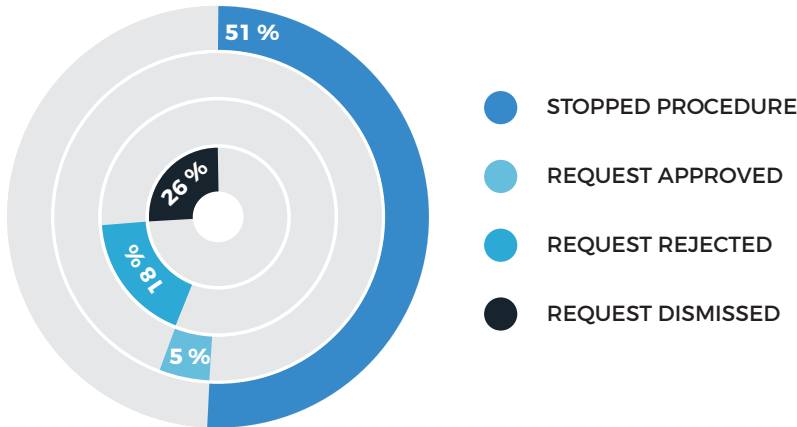
1 USER DISPUTES RELATED TO ELECTRONIC COMMUNICATIONS

In 2020 the Agency received somewhat fewer new cases than in the past years, namely 568 proposals from end users for resolving a dispute with their electronic communications provider. The smaller scope of new cases is most likely related to the general situation in the country, related to the COVID-19 epidemic. The Agency also continued its work in the resolution of 215 disputes in electronic communications that were carried over from the previous year, as well as also working on two user disputes that the Administrative Court of the Republic of Slovenia returned to the Agency for re-evaluation. The Agency worked on a total of 785 user disputes in 2020. Of these, 585 were resolved by the end of the year (i.e., more than it received new ones), and the Agency will continue resolving the remaining 200 disputes in 2021.

In resolving user disputes in electronic communications, the Agency has been successful in contributing to the provider and end user reaching an amicable agreement about the dispute resolution, which was followed by a decision to stay the procedure (299 cases, i.e., 51% of total). The Agency was not able to achieve a higher percentage of amicable solutions, because of unwillingness of the parties to yield any ground. This was also partially exacerbated by the COVID-19 epidemic, as there were fewer reconciliatory meetings and hearings held because of the measures related to stopping the spread of the epidemic, and it is at these meetings that the parties (with the Agency's facilitation) generally find common ground and resolution. The unwillingness of end users to yield is often also related to the fact that they did not turn to the Agency with the goal of beneficially resolving a concrete issue, but in order to achieve in their dispute a decision from the state, whatever that may be.

If the claim was submitted too late or if it was not under the Agency's authority, the Agency dismissed it (there were 153 such disputes). In the remaining 133 disputes the Agency ruled on the claims with a decision, and in approximately 18% of cases rejected the proposal for dispute resolution, and in approximately 5% approved it.

FIGURE 17: DISPUTES IN TERMS OF HOW THEY WERE RESOLVED

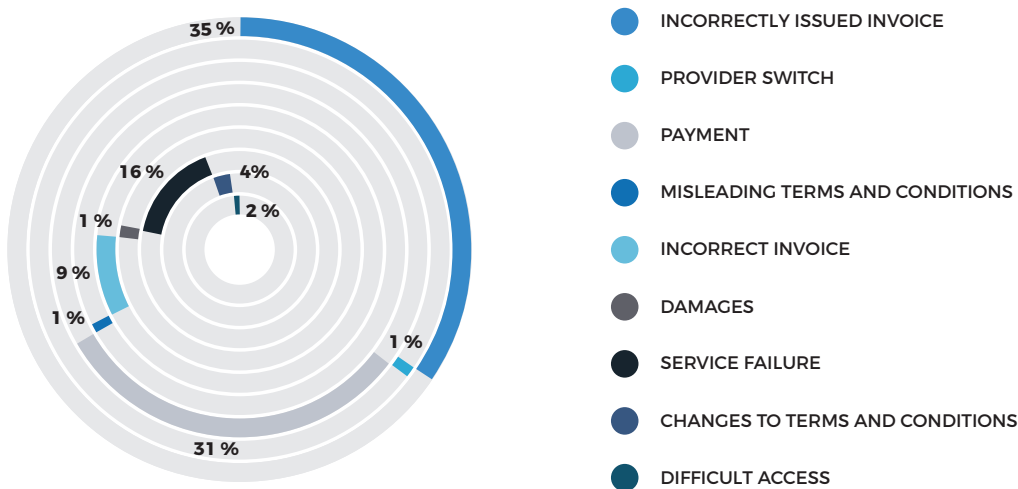


DISPUTES IN TERMS OF HOW THEY WERE RESOLVED

In 2020 end users most often turned to the Agency because of false charges on their invoices (33% of the requests for dispute resolution requests), as they claimed that they did not use the services or did not order them, but the operator still charged them for it. Somewhat fewer cases (31%) related to payments for services with users

disputing the payment of contract penalties, i.e., costs related to terminating subscriber agreements. The share of cases where the reason for the dispute would be failure or poor operation of services stood at 16%, while 9% of cases were related to an incorrect invoice with incorrect data (most often billed amounts).

FIGURE 18: RECEIVED CASES BY REASON FOR USER DISPUTE



In terms of the subject of the dispute, in 2020 most disputes were related either to broadband services (50%) or to mobile telephone services (40%). The share of disputes related to communication services stood at 7%, the share of disputes over television services at 4%, while the share of disputes related to fixed telephone services amounted to just 1%.

In 2020, 58% of disputes were resolved within the recommended 4-month deadline for resolving them, while 42% of cases exceeded it.

2 OPERATOR DISPUTES IN ELECTRONIC COMMUNICATIONS

In electronic communications the Agency resolves the disputes among stakeholders that occur because of efforts to lower the costs of electronic communication networks and disputed related to technical and commercial questions of

carrier access and network interconnection.

In 2020 the Agency received disputes related to lowering costs of electronic communications networks, which the Agency is resolving in accordance with the provisions of 220a of ZEKom-1. By subject, four disputes were related to determining conditions and dividing the costs of shared construction (Article 10 of ZEKom-1), and one dispute to the access to exiting physical infrastructure (Article 93 of ZEKom-1). The Agency resolved 6 disputes. It also resolved a dispute launched in 2018, relating to the payment of services on the relevant market 3a, which was stopped because the parties to the dispute lodged a court case. The Agency also resolved all the cases received in 2020. The Agency combined four cases that were related to shared construction between the same two parties were and issued a single decision in which it detailed how the costs should be divided, and ruled on the suitability of technical

conditions of the construction in question. In the dispute that pertained to access to existing physical infrastructure the Agency issued a decision on dismissal, as the case was not yet suitable for resolution as a carrier dispute – the requested infrastructure operator has not yet decided on the request, as required by paragraph 7 of Article 93 of ZEKom-1.

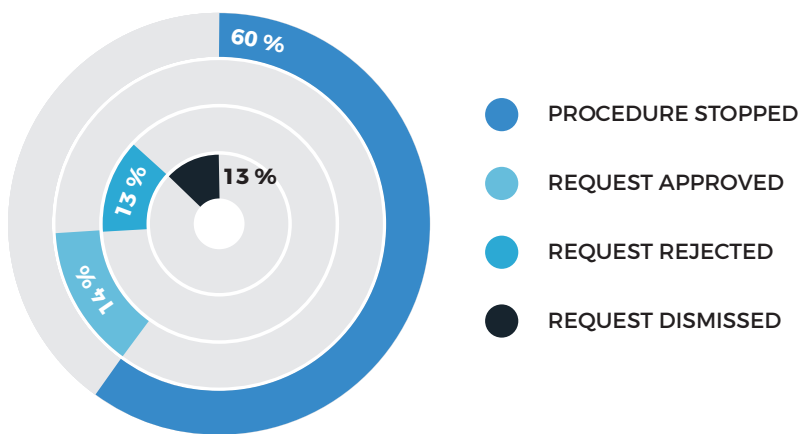
Along with the above the Agency also issued two partial decisions in 2020. It issued a decision on halting the procedure in the part that pertains to access to physical infrastructure inside buildings (Article 91a of ZEKom-1), because the party removed the part of their request. The remaining part of the request that the party expanded in 2020 so that it not only requests the decision on access, but also a decision on the price of said access, will be resolved in 2021. The Agency also issued a partial decision in the dispute that was related to access to regulated services, rejecting the party's request (the parts of the request pertaining to the obligation of publishing detailed cost calculations of individual wholesale services on relevant market 3b, the obligation of providing equal treatment on relevant market 3b and the

changes to reference offers on relevant markets 3a and 3b). The Agency will rule on the remaining two parts of the request in 2021, when the actual conditions are cleared up.

3 USER DISPUTES RELATED TO POSTAL SERVICES

In 2020 the Agency received 23 requests for dispute resolution with a provider of postal services from users of postal services. In addition to the newly received disputes, the Agency continued with its resolution of 3 disputes that were begun at the end of 2019, and one dispute that was returned to the Agency of re-evaluation. The total number of user disputes in postal services in 2020 was 27. Of these, 15 were resolved, and the Agency will continue resolving the remaining disputes in 2021. In 9 cases the Agency achieved that the user and provider of postal services reached an amicable agreement, which was followed by a decision halting the procedure. In the remaining cases the Agency ruled with a decision. In two cases the Agency dismissed the reports, as they were not suitably completed or the submission were late.

FIGURE 19: DISPUTES WITH POSTAL SERVICE PROVIDERS IN TERMS OF HOW THEY WERE RESOLVE

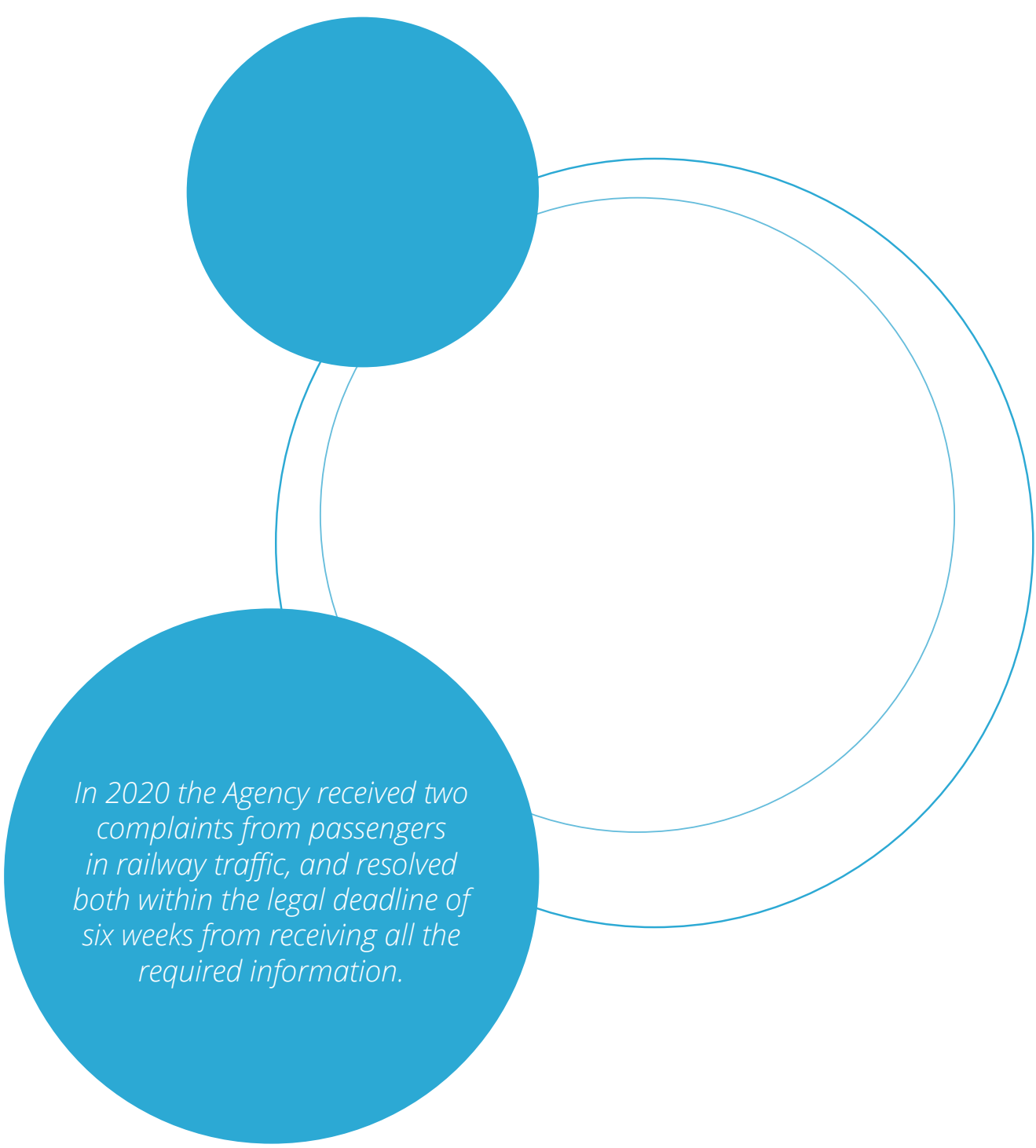


DISPUTES WITH POSTAL SERVICE PROVIDERS IN TERMS OF HOW THEY WERE RESOLVE

Of the 15 disputes the Agency resolved in 2020, 67% were resolved within the 4-month recommended deadline.

4 PASSENGER COMPLAINTS IN RAILWAY TRAFFIC

In 2020 the Agency received two complaints from passengers in railway traffic, and resolved both within the legal deadline of six weeks from receiving all the required information. The Agency dismissed one complaint because of procedural matters, while it ruled on the second one, taking into account valid Slovenian legislation and the provisions of Regulation (EC) 1371/2007 on rights and obligations of passengers in railway traffic.



In 2020 the Agency received two complaints from passengers in railway traffic, and resolved both within the legal deadline of six weeks from receiving all the required information.

X CARE FOR END USERS

In 2020 the Agency continued with the activities for raising the awareness of end users. It cooperated with relevant bodies in consumer protection, responded promptly to users' questions with written explanations and published notifications and warnings about potential threats on its website, along with information on how to resolve such issues, and ran a call centre. It also published information related to changes in administrative procedures because of the COVID-19-related measures. It also provided useful information across its other online portals for end users (primerjajoperaterje.si, MIPI, Geoportal AKOS).

In 2020 the Agency prepared a leaflet in which it provided information about the areas it can provide support to users. The leaflet is currently only available online.

In 2020 the Agency assumed its new authority in cross-border consumer protection in electronic communications and audiovisual media content based on the Regulation (EU) 2017/2394 (CPC Regulation). This regulation is in effect in EU member states directly since 17 January 2020. Even though the appropriate national legislation that also formally appointed the Agency as one of the bodies with authority for performing Regulation (EU) 2017/2394 was only adopted on 17 December 2020, the Agency participated in the network of bodies with authority for cross-border consumer protection throughout 2020. In spite of not being able to improve its human resources in 2020 it managed to resolve 5 cases from the mechanism of mutual assistance, coordinated investigation and execution (the IMI platform) that it received from partner bodies in other EU member states. In every case the Agency reviewed the content of the report, the authority and a potential violation in the Republic of Slovenia, and, if called to do so, provided its response on the findings. It also studied the case in detail even when it only received a notification from one member state for all member states, and for the purpose of coordinated response across all member states provided its comments on the issue at hand.

1 CONSULTATIONS WITH OPERATORS AND CONSUMER ORGANIZATIONS

The Agency did not plan any consultations with operators and consumer organizations for 2020. Because of the issues related to the COVID-19 epidemic the Agency was only able to attend events of other institutions in a limited scope. In spite of the above, the Agency did manage to work with the Market Inspectorate of the Republic of Slovenia with the goal of ensuring a high level of protection for end users and for establishing a uniform practice in response to established violations, especially in relation of exchanging documentation related to user disputes and moni-

toring its administrative practice. The Agency also attended a consultation with the Electronic Communications Council and Market Inspectorate of RS regarding the authority over disputes related to issues with terminal equipment.

2 PORTAL FOR ACCESS TO OPERATORS' PLANS AND OTHER PORTALS FOR END USERS

In line with the goals defined by law, the Agency has been striving to provide useful information that can help end users when concluding subscriber agreements. In order to help select the right operator and the most optimum communication service it hosted and updated the por-

tal for comparing operators' offers primerjajop-eraterje.si. This portal was partially revamped in 2019, and provides a comparison of all available current offers from all operators, both for fixed and mobile services.

The MIPI website is also intended for end users, promoting media and information literacy. The Agency used it within its authority and with the goal of protecting end users of electronic communications to inform the broader public on the importance of critical and deliberate use of media content and information technologies, influence of media, understanding different media messages and information, responsible creation and distribution of messages, as well as about the use of information technologies, their advantages and pitfalls.

Last but not least end users can also use the AKOS Test Net, as well as AKOS Geoportal. AKOS Test Net is a measuring tool for end users that allows them to verify the quality and throughput of their current broadband connection. The system is optimised for all web browsers and dedicated mobile apps on Apple iOS and Google Android. Users of mobile phones can additionally measure the current radio signal strength of the base station or the local wireless network, and for example perform a test of additional network services, such as the transparency of the connection and the response speed of DNS servers. The AKOS Geoportal provides the general and the professional public with a transparent insight into the data on electronic communications and other infrastructure, and currently includes more than 60 spatial layers. Many of them are prepared, collected and processed by the Agency, and which are not available anywhere else. This provides end users the data on the infrastructure (electronic communications and other) that is available to them at their home address.

3 CALL CENTRE

The Agency has a call centre for user support, available at the toll-free number 080 27 35, which operates every Monday, Wednesday and Friday between 9:00 and 11:00. Its main function is to provide basic information regarding concrete situations related to electronic communications and postal services and instructions on entering the proposal for dispute resolution. In this respect the call centre also has a preventive role, as by clarifying a problem that has arisen it reduces the need for end users to file complaints with their provider or a request for resolution before the Agency. In 2020 the Agency responded to 378 calls, which is significantly less than the number of calls it responded to in 2019. The main reasons for the decline in calls are shorter time of call centre's operations compared to 2019, and the call centre being shut downs because of the measures to stop the spread of COVID-19 between 13 March and 31 May 2020. In spite of this the Agency was operational and was available to customers over other telephone numbers and by email.

4 CLARIFICATIONS TO END USERS

Besides the above activities the Agency also responds to questions from stakeholders or provides them with information relating to its field of operations. It is obligated with the provisions of the Regulation on administrative operations which calls for responses within 15 days of reception.

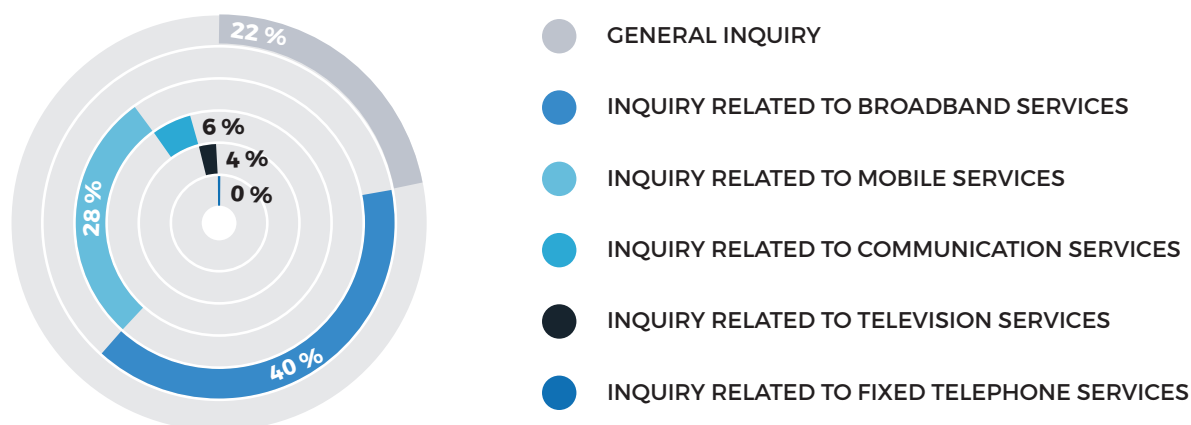
In 2020 the Agency received 273 requests from users for the clarification of a given situation, or for advice about a given problem. The Agency also wrote 264 written clarifications (including those questions that the Agency received at the end of 2019 and to which it responded in 2020). The Agency wrote 94 written explanations within the recommended deadline of 15 days. The aver-

age time for preparing a response to the clarification in 2020 amounted to 8.73 days.

In terms of the type of service that the user wanted an explanation about, 2020 was dominated by inquiries related to broadband services (40%) and questions related to mobile services (28%).

These were followed by questions about the Agency's authority (22%), and by questions on communication services (6%). The share of disputes related to television services stood at 4%, and the share of disputes related to fixed telephone services was negligible (below 1%).

FIGURE 20: RECEIVED INQUIRIES FROM END USERS BY TYPE OF SERVICE



XI LEGISLATIVE AND JUDICIAL PROCEDURES

I REPRESENTING THE AGENCY BEFORE THE COURT

Parties to the procedure have judicial protection from the Agency's decisions and other individual acts in accordance with the law that defines administrative dispute. The Administrative Court of the Republic of Slovenia rules on the dispute. The Agency is pursuing the goal to have as many as possible of its decisions and other individual administrative acts stand the administrative-judicial control and come into effect. For this purpose, the Agency prepares responses to lawsuits and preliminary submissions, and attends pre-trial hearings and main hearings.

In 2020 the Agency issued 3926 decisions. In the same year, the Administrative Court of the Republic of Slovenia submitted to the Agency 29 lawsuits and ruled on 21 administrative disputes. The growth of new cases was somewhat higher, compared to the number of lodged administrative disputes in the past years. Of all the administrative disputes resolved in 2020, the Administrative Court of the Republic of Slovenia ruled in favour of 7 lawsuits, dismissing the Agency's decisions, and returning them to the Agency for a repeat procedure. Of the remaining disputes, the Administrative Court of the Republic of Slovenia rejected seven as unfounded, partially rejected and partially approved one, and stopped two administrative disputes because the lawsuits were withdrawn.

The Administrative Court of the Republic of Slovenia also ruled in one administrative dispute that the Agency lodged against the Information Commissioner, ruling in the Agency's favour.

In accordance with the law detailing administrative disputes, the parties to the procedure have the option of lodging a complaint against or demand an audit of the ruling of the court of first instance, with the Supreme Court of the Republic of Slovenia ruling on these. In 2020 three complaints were lodged with the Supreme Court (of which two complaints were related to decisions on proposals for issuing a temporary decision), and one audit. The Supreme Court rejected all the complaints as unfounded, and has not yet ruled on the audit by the end of 2020.

The Agency's administrative acts are final, but administrative disputes can be lodged against them. A lawsuit in an administrative dispute does not impede the implementation of the administrative act it was lodged against, so the plaintiff may withhold the implementation of the decision they are trying to fight only by submitting a proposal for issuing a temporary decision. In 2020 The Agency received from the Administrative Court of RS responses on 5 proposals for issuing a temporary suspension, and it responded to them within the set deadline. The Administrative Court of RS followed the Agency's positions, rejecting all five proposals, and the Supreme Court of RS rejected both complaints that were lodged against the decisions of the Administrative Court of RS.

As the above data shows, the Agency's goal of having at least 85% of the contested decisions successfully pass the judicial oversight was not fully achieved. Of the total 21 administrative disputes completed in 2020, 14 of

the Agency's decisions passed judicial oversight before the Administrative Court (i.e., 7 were rejected, 1 was partially rejected and partially approved, 2 were halted and 4 rejected), which is 67% of all administrative disputes resolved in this year.

2 NORMATIVE ACTIVITY

In the scope of this task the Agency monitors the legislative procedures for adopting acts, regulations and rules, and provides explanatory opinions and recommendations to their drafts. It especially cooperates with those ministries that have authority for the same areas as the Agency. The Agency also resolves certain issues by providing regulations in the scope of its legal authority and in line with the law. For this purpose, it first adopts a general act and publishes it in the Official Gazette of RS.

Most of the activities in this task in 2020 was focused on cooperation in the preparation of the new Electronic Communications Act (ZEKom-2) and the amended versions of the Audiovisual Media Services Act (ZAvMS) and the Media Act (ZMed). In relation to this, there were several meetings organised in the scope of relevant working groups that Agency-appointed members regularly attended. In the scope of these working groups the Agency provided those preparing the acts with expert support on those areas that required in-depth knowledge of certain specific issues. In cooperation with the Broadcasting Council the Agency addressed an initiative to the relevant ministry (Ministry of Culture) and the National Assembly to urgently change Article 77 of the current ZMed in order to retain the status of local station of special importance during the switch to DAB digital broadcasting. The current legal order is tailored to analog broadcasting, and does not support retaining the status

when switching to the technologically more advanced digital network that also provides less interference from foreign radio stations.

As part of the adoption of ZEKom-2 and the amended ZAvMS and ZMed, the Agency also prepared extensive comments during public consultation, and submitted them to the relevant ministries.

In relation to ZEKom-2, the Agency in 2020 also began preparing drafts of general acts planned by the new law. Drafts of executive acts (which also include the Agency's general acts) have to be attached to the proposed act for inter-departmental consultations. In the last quarter of 2020, the Agency prepared 27 draft general acts based on the publicly available proposal for ZEKom-2, which it will submit to the Ministry of Public Administration, as it has the authority for preparing the new ZEKom-2. It also prepared 6 draft general acts related to the amended ZAvMS in 2020 that will detail certain issues at the executive level. These drafts were submitted within deadlines to the Ministry of Culture, which is preparing this act.

In 2020 the Agency also contributed to preparing the changes to the Railway Traffic Act and the Railway Traffic Safety Act.

In October 2020 the Agency was informed that a draft law is being prepared that would at the national level combine several regulatory agencies, including AKOS, into just two large agencies, namely the Agency of the Republic of Slovenia for Market, Traffic Safety and Consumers, and the Agency of the Republic of Slovenia for Financial Markets. After thoroughly reviewing the proposed solutions, the Agency alerted to potential conflicts with the European regulatory framework regarding ensuring the Agency's independent activity, and submitted

proposals for improvements. It also prepared an in-depth comparative-legal overview of how this topic is resolved in comparable EU member states, establishing that there are no cases where combining different regulatory bodies into a single regulator would be so extensive.

With regarding preparation of European regulations, the Agency continued collaborating with the Ministry of Public Administration in the procedure of preparing the positions of the Republic of Slovenia on the proposed EU regulation on privacy in electronic communications, which is set to replace the Directive 58/2002/ES. In relation to this working group members attended several meetings and prepared written positions. At the request from the relevant ministry the Agency also prepared its positions on the legislative proposal of the EU regulation on data management, and submitted it to the ministry by the deadline.

In the scope of its normative authority the Agency also adopted and published in the Official Gazette of the RS three general acts:

- General act on the accounting information and the calculation of the net cost of the universal postal service obligation (Official Gazette of the Republic of Slovenia, no. 110/20);
- General act on the quality of the universal postal service provision (Official Gazette of RS, no. 173/20);
- General act on the changes and amendments to the General act on the numbering plan NURF-4b (Official Gazette of RS, no. 139/20).

In 2020 the Agency also launched procedures for amending the General act on the changes and amendments to the General act on transfer speed, suitable for a functioning internet access and the General act on the quality of the universal service. In both cases it also completed consultation with the stakeholders, and the general act are planned for adoption in early 2021. However, the Agency did not continue preparing the General act on changes to the Methodology for monitoring audiovisual media services and radio programming and the General act on the license for conducting radio or television activities. The reason for this was the fact that the procedures of amending both systemic acts in electronic media (i.e., ZMed and ZAvMS) were instigated, and the Agency will wait until they are adopted.

Along with the above the Agency also prepared two recommendations in 2020:

- Recommendation related to the procedures of closing contact points of Pošta Slovenije, d.o.o., which was adopted on 13 March 2020;
- Recommendation regarding the operators' actions, if a decision on assigning numbering elements is annulled ex officio, which was adopted on 3 August 2020.

Even though the recommendations are not obligatory legal acts, they both provide examples of best practices about how to act on the market in certain situations. In relation to this the Agency expects that appropriate parties will adhere to both recommendations as much as possible.

XII INSTITUTIONAL ADMINISTRATION

I NEW EMPLOYMENTS AT THE AGENCY

The Agency is not part of the staffing plan for entities governed by public law. The human resource plan is approved along with the operational and financial plan, and in the scope of this the Agency systematizes its work positions.

At the end of 2020 the Agency employed 93 public servants for indefinite period, with one employee entitled to half-time employment by decision of the Pension and Disability Insurance Institute of Slovenia. In 2020 the Agency managed to employ another person for this position with half-time employment (20 hours per week), so that this position is now occupied. The Agency also has an employee with a 70% disability and the status of a civilian war-disabled, who nonetheless works full time.

In 2020 five public servants left their full-time positions with the Agency. Four continued their careers with other employers, and one retired.

In 2020 the Agency published job openings for 9 positions, however, it had to repeat them several times for some positions (a total of 21 times), as it was unable to find suitable candidates. It was especially unsuccessful in finding employees with appropriate know-how or experience in telecommunications and radio frequency spectrum management. It was successful in filling 8 positions, managing to employ 8 new colleagues for an indefinite period. The new employees either replaced those employees who left in 2019 and 2020, or fill new positions that were approved in the 2018 Operational and Financial Plan. As the Agency has emphasised before, it is very difficult to attract qualified experts with required work experience that mostly comes from the private sector. Besides the high level of expertise, the Agency's employees are also expected to have a certain level of responsibility. As a public sector employer, the Agency is bound to the pay system and related non-stimulative financial awards and flexibility in setting the pay, making it difficult to compete with the private sector.

Despite the high level of education of the Agency's employees (nearly three-quarters have at least a university degree) the Agency strives towards the constant education and development of its employees, as an appropriately professional regulator must be well-supported in terms of human resources, must intensively work on development, and must constantly add expert and specialist education and training to obtain the required know-how. Focused employee development was planned for 2020 through individual and group training modules, prepared in cooperation with renowned external experts and organizations. However, because of the measures related to the COVID-19 epidemic, the Agency was unable to realise all planned trainings. Employees mostly attended online courses in 2020, where the subject permitted. All group courses for strengthening soft skills were nearly completely unrealised.

As part of its activities directed at raising awareness about corruption and its consequences among employees, the Agency in 2020 performed all the required activities, and reported to the Corruption Prevention Commission in accordance with the law. The Agency also informed all employees at the end of 2020 of changes and amendments to the Integrity and Prevention of Corrup-

tion Act (ZIntPK-C).

In 2020 the Agency again ensured that the provisions of the General Data Protection Regulation (GDPR) are met, namely by supporting individuals in asserting their right to personal data protection, as well as by adopting measures for ensuring compliance of the Agency's operations in this area. Unconditional adherence to the security policy and the supervision of connecting and using information system resources were and remain the highest priority. With the aim of further improving its operation in protecting personal data, an external contractor began reviewing the compliance of the Agency's operation with the provisions of the General data protection regulation, confirming that the Agency displays a significantly high level of compliance of handling personal data and information security.

In order to ensure employees' health in accordance with legislation on work safety and health, the Agency maintains regular temporary or goal-oriented periodical medical check-ups and training courses on work safety with the help of an authorized doctor and an external authorized expert on work safety. Employees in the risk group (those who conduct field measurements) received preventive vaccinations against tick-borne encephalitis. Employees who occupy positions with a higher risk assessment were also provided with all protective gear.

The Agency successfully continued the activities for promoting health at work in 2020. Training related activities in this field were not performed because of COVID-19 epidemic measures, however, other activities that could be held in the summer, during the improved epidemiological picture, were held, and employees were encouraged throughout the year to attend remote activities (exercise, online lectures on healthy living and similar).

As part of ensuring safe work conditions in 2020 the Agency completely adapted the work of public employees to the changing epidemiological conditions (work from home, grouping employees), and providing them with all the required protective equipment, such as masks and disinfectant. The Agency also provided its employees with written instructions and guidelines for ensuring a safe workplace environment, both at the Agency's offices as well as in work from home, for the duration of the COVID-19 epidemic. During the whole year the organisation of the work constantly adapted to the conditions in the country. This resulted in a major challenge for the Agency in relation to information technology in 2020. Because of the unexpected force majeure the Agency had to refocus a large part of its goals into resolving the issue, how to ensure that as many employees as possible can work from home in the best possible way in order to contribute to limiting the possibility of transmitting the infection between Agency's employees. The Agency had to prepare appropriately secure and limited means of accessing the new, and appropriate software solution for videoconferencing, provide hardware to those who did not have their own, and prepare appropriate amendments to internal rules. Along with that the Agency also had to ensure information security and compliance of operations with its policies.

2 ENSURING PUBLIC TRANSPARENCY AND INFLUENCE

In accordance with the Public Information Access Act (ZDIJ) the Agency is obligated to provide public information to all natural and legal persons, except in the cases defined by the Act, ensuring the fulfilment of their constitutional right from Article 39 of the Constitution of the Republic of Slovenia. In 2020 the number of requests for access to public information decreased, as only a total of 32 were received. In addition to the newly

received requests, the Agency continued resolving 2 requests that were carried over from 2019. It also had to re-examine two cases that were returned to the Agency from the Information Commissioner. The total number of requests for access to public information that the Agency handled in 2020 was 36. Of these, 33 were resolved by the end of 2020, and the Agency will continue with the remaining 3 requests in 2021.

Among the resolved issues we need to especially mention the case in which the Agency followed the new precedence ruling of the Supreme Court of RS, case no. X Ips 4/2020, according to which the data that was obtained or constituted because of a criminal persecution or in relation to it, are subject to a special procedure (Criminal Procedure Act and other relevant legislation and the State Prosecution Service Act), and ZDIJZ can only be applied regarding the access to the data that was obtained or constituted because of a criminal persecution or in relation to it, and are included in state prosecution's legal documents.

Any decision by the Agency in which it fully or partially rejects the applicant's request, can be contested at the body of second instance (Information Commissioner of RS). In 2020 two appeals were lodged against the Agency's decisions, and a ruling was made in both cases. In one case the appeal partially was granted, and the body of second instance ruled on the case itself, while in the second case the appeal was rejected. An administrative dispute was lodged against this decision, however, the court has yet to rule. In 2020 the Agency still faced many extensive requests for access to public information, when for example parties requested access to extensive documentation for several years, or when only partial access to public information was granted. In spite of that all the cases were resolved within the legal deadline of 20 business days from when the request was lodged.

The Agency responded to all the journalists' questions within legal deadlines. In 2019, it received 79 questions from the press, and 17 from other public entities, which was an expected growth. The total number of new posts on the Agency's website, and on the MIPI portal in 2020 was 368. In 2020 the Agency gradually opened its accounts on three social media, namely on LinkedIn, Twitter and Facebook, making a total of 107 posts. Adding these to the posts on the Agency's website, the total number of Agency's publications across all media in 2020 amounted to 475.

In 2020 the Agency published 32 press releases, 45 newsletters, 101 news items for stakeholders in individual areas. To support its decisions, the Agency also organized public consultations, workshops and press events, and actively participated by drafting texts and holding presentations at professional conferences and consultations hosted by other institutions.

3 INFORMATION SUPPORT

In 2020 the Agency lost its external contractor for supporting server infrastructure, as the Ministry of Public Administration ensured this in the past years. The Agency took over maintaining its whole infrastructure. It also moved the network into new premises. In 2020 the Agency replaced several aged workstations, making it possible for its employees to perform their work more easily and effectively. The old workstations were slow and unsuitable for efficient work. In accordance with the plans and within required deadlines the Agency also extended its software licenses.

Because of the need for replacing the business information system the Agency intensely focused on preparing extensive technical requirements for publishing the public tender. Because the solution is fairly complex, but key for the Agency's operations, the Agency spent significantly more time on this project than it planned. In order to

make sure that the tender documentation is truly transparent, the Agency also opted to have an independent external contractor review the whole documentation. Because this is an exceptionally important solution that allows the Agency to utilize its financial assets need for operations, the Agency assessed that it would be to risky to rush the tender, without thoroughly preparing the technical requirements. This resulted in publication moving into 2020, and the designated funds for 2020 were not used up.

4 OTHER SUPPORT ACTIVITIES

In 2020 the Agency pursued the goal of increasing the share of original materials in an electronic format. All the materials that the Agency either received or created in paper format was converted into electronic formats, which resulted in significantly faster work processes.

In 2020 the Agency successfully cooperated with the Archive of the Republic of Slovenia. It began with agreements and procedures for selecting and preparing the archival materials from the documents from the 2002-2005 period, it obtained Written expert instructions for selecting the archive materials from the documentation for the 2006-2009 period, and several expert opinions or guidelines for preparing the documentary and archival materials of the Agency's legal predecessors. Based on the guidelines of the Archive of the Republic of Slovenia the Agency was able for the first time to destroy a part of the documentary materials that were past retention deadlines and have no legal consequences or effects.

Along with the above, the Agency also performed other tasks necessary for uninterrupted operations, including economical regular maintenance of its office building and car fleet, and finance and accounting department's support for the work of Agency's other organizational units and management. In 2020 the Agency updated its car fleet with two new vehicles and sold off an aged vehicle to the best buyer. The organisational unit that had been dispersed across the Agency's premises – making the work of its employees significant-

ly difficult – moved into new premises on the 2nd floor, which the Agency purchased in 2019. Work processes ran smoothly, and services and materials for employees' work were provided on time.

5 INTERNAL AUDIT

Internal audits at the Agency are commissioned to a contractor in accordance with Articles 10 and 12 of the Rules laying down the policies for a coordinated function of public internal financial control system and the public procurement regulations. In 2020, the Agency performed two internal audits for business years 2019 and 2020, while pursuing the following goals:

- to verify that internal controls are in place, and that these controls are effective in the various areas of the Agency's work, to identify any flaws or irregularities or their reasons, and to propose measures for improvements;
- to verify whether laws and regulations, standards and policies, and internal rules governing the Agency's work were obeyed in individual areas;
- to verify whether risks in individual areas of work are under control;
- to verify whether financial information (financial statements, internal/external reports) and information used in decision-making are correct, complete, reliable, and timely;
- to propose measures and recommendations for improvements based on audit findings;
- to check whether recommendations from the preceding audit are being implemented.

The Agency conducted an internal audit in data protection and secret data protection with the goal of verifying the existence and improvement of internal controls and the suitability and effectiveness of the established internal controls. The Agency urgently approached resolving work processes, adhering to the recommendations from the internal auditor.

With the objective of improving its operations the Agency also performed an internal audit for the 2020 business year in the field of resolving user disputes. It also immediately approached resolving issues, while following the recommendations from the internal auditor.

6 SUPPORT FOR THE SLOVENIAN COMMITTEE FOR ELECTRONIC COMMUNICATION AND THE BROADCASTING COUNCIL

The Agency provides financial resources and administrative support to the Slovenian Committee for Electronic Communications (SEK) which has the function of a consulting body. SEK provides opinions, recommendations, and proposals regarding electronic communications issues, including the protection of consumers, persons with disabilities and users with special social needs in this area. In 2020 the Agency's representatives participated at all of SEK's meetings, with 11 regular ones and 2 correspondence. It regularly responded to the questions and initiatives from SEK and provided clarifications. At the meetings it informed SEK with its activities. The Agency always carefully reviewed SEK's opinions and comments and took positions on them.

The Agency provides the funding for the work of the Broadcasting Council (SRDF) and provides technical, expert, financial and administrative support. The Agency's representatives attended all of SRDF's meetings, and held preparatory meetings of the Agency and SRDF beforehand. In 2020 the Agency cooperated with SRDF in public tenders for awarding radio frequencies for analog audio broadcasting and in the public tender for awarding the right to disseminate radio programming on the national network in digital

broadcasting technology. Agency and SRDF actively collaborated on preparing the proposal of the new five-year strategy of the development of radio and television programming in the scope of the agency's authority for the period from 2020 to 2025. SRDF provided the Agency with preliminary opinions related to issuing or transferring licenses for radio or television activities, and in one procedure a preliminary opinion related to reviewing a license for a local radio station of special importance, and in relation to other relevant content related to SRDF's authority.

XIII IMPLEMENTATION OF THE FINANCIAL PLAN

The Agency drew up its 2020 Operational and Financial Plan in accordance with the relevant legislation, and set the tariffs for 2020 on accrual basis, and detailed notes on the structure of planned expenses for materials, goods, and services and other expenses by the type of activity are given in the chapter Financial plan realization on accrual basis.

The Agency strove to realize the planned activities and financial targets from its Operational and financial plan for 2020 in the areas it regulates. The delay of the public tender with a public auction for the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz frequencies had the biggest impact on the Agency's financial operations in 2020. Consequently, the revenue from the administrative costs and the revenue from awarded frequencies were not collected. Another important impact on the Agency's financial operations was the COVID-19 epidemic. Its effect is mostly apparent in lower revenue from the waived fees for radio frequencies for regional and other television and radio stations based on the adopted Act Determining the Intervention Measures to Mitigate and Remedy the Consequences of the COVID-19 Epidemic in the amount of EUR 106,309, as well as in the expenditure side, since because of the intervention measures the Agency had to cancel most of the planned business trips, trainings and conferences. Lower expenditures are also the result of not meeting the planned scope of employment in accordance with the human resources plan, the delay in some planned tasks, savings from obtaining the better offers for services than planned, and lower demand for individual services.

When recognizing revenue and expenses, the Agency complied with the rules on cash basis accounting. The Statements of Revenue and Expenses for specific users compiled on cash basis for the period between 1 January and 31 December 2020, show that the Agency recorded EUR 6,786,880 in revenue, EUR 6,112,337 in expenses, and a surplus of EUR 674,543. Notes regarding the changes in separate revenue and expense items that resulted in the deficit are presented below.

TABLE 9: STATEMENT OF REVENUE AND EXPENSE FOR SPECIFIC USERS ON CASH BASIS FROM 1 JANUARY TO 31 DECEMBER 2020, PART 1

Classif. by account	Account title	Label for ADP	Amount		2020 FP	Index current year/previous year	Index current year/2020 FP
			Current year	Past year			
1	2	3	4	5	6	7=4/5	8=4/6
	I. TOTAL REVENUE (402+431)	401	6.786.880	7.197.779	7.852.132	94,3	86,4
	1. REVENUE FOR PROVIDING PUBLIC SERVICES (403+420)	402	6.786.880	7.197.779	7.852.132	94,3	86,4
	A. Revenue from public funds (404+407+410+413+418+419)	403					
	a. Funds received from the government budget (405+406)	404					
part of 7400	Funds received from the government budget for current expenditure	405					
part of 7400	Funds received from the government budget for investments	406					
	b. Funds received from the municipal budgets (408+409)	407					
part of 7401	Funds received from municipal budgets for current expenditure	408					
part of 7401	Funds received from the municipal budgets for investments	409					
	c. Funds received from social insurance funds (411+412)	410					
part of 7402	Funds received from social insurance funds for current expenditure	411					
part of 7402	Funds received from social insurance funds for investments	412					
	d. Funds received from public funds and agencies (414+415+416+417)	413					
part of 7403	Funds received from public funds for current expenditure	414					
part of 7403	Funds received from public funds for investments	415					
part of 7404	Funds received from public agencies for current expenditure	416					

part of 7404	Funds received from public agencies for investments	417					
part of 740	e. Funds received from budgets associated with foreign grants	418					
741	f. Funds received from the government budget financed from EU budget	419					
	B) Other revenue for providing public services (421+422+423+424+425+426+427+428+429+430)	420	6.786.880	7.197.779	7.852.132	94,3	86,4
part of 7102	Interest received	422	1.373	519	3.000	264,5	45,8
part of 7100	Revenue from profit sharing and dividends, and surplus	423					
7103	Revenue from rents and leases, and other property income	487					
part of 7141	Other current revenue from providing public services	424	6.772.461	7.136.616	7.777.737	94,9	87,1
72	Capital revenue	425	230	4.923	6.500	-	3,5
730	Grants received from domestic sources	426					
731	Foreign grants	427					
732	Grants for natural disaster relief	428					
782	Other funds received from the EU structure funds budget	488					
783	Other funds received from the EU Cohesion fund budget	489					
784	Other funds received from the EU budget for centralised and other EU programmes	490					
786	Other funds received from the EU budget	429	12.816	55.721	64.895	23,0	19,7
787	Funds received from other European institutions	430					
	2. REVENUE FROM THE SALE OF GOODS AND SERVICES IN THE MARKET (432+433+434+435+436)	431					
part of 7130	Revenue from the sale of goods and services in the market	432					
part of 7102	Interest received	433					

The statement of revenue and expense for specific users compiled on a cash basis continues on the next page.

TABLE 10: STATEMENT OF REVENUE AND EXPENSE FOR SPECIFIC USERS COMPILED ON A CASH BASIS FOR THE PERIOD FROM 1 JANUARY TO 31 DECEMBER 2020, CONTINUED

II. TOTAL EXPENSES (438+481)	437	6.112.337	6.592.490	7.493.040	92,7	81,6
1. EXPENSES FOR PROVIDING PUBLIC SERVICES (439+447+453+464+465+466+467+468+469+470)	438	6.112.337	6.592.490	7.493.040	92,7	81,6
A. Salaries and other employee benefits (440+441+442+443+444+445+446)	439	3.366.599	3.151.210	3.731.606	106,8	90,2
part of 4000 Salaries and premiums	440	3.106.870	2.905.944	3.372.461	106,9	92,1
part of 4001 Holiday allowance	441	86.024	82.013	95.469	104,9	90,1
part of 4002 Reimbursements and compensations	442	136.142	158.575	204.024	85,9	66,7
part of 4003 Performance bonuses	443	14.345		33.725		42,5
part of 4004 Funds for overtime	444	8.762				
part of 4005 Salaries of non-residents with contracts	445					
part of 4009 Other employee-related expenditure	446	14.456	4.678	25.927	309,0	55,8
B. Social security contributions paid by the employer (448+449+450+451+452)	447	538.579	503.958	596.671	106,9	90,3
part of 4010 Pension and disability insurance contributions	448	275.460	257.745	301.447	106,9	91,4
part of 4011 Health insurance contributions	449	222.256	206.487	241.499	107,6	92,0
part of 4012 Unemployment insurance contributions	450	1.881	1.747	2.044	107,7	92,0
part of 4013 Parental protection insurance contributions	451	3.135	2.913	3.406	107,6	92,0
part of 4015 Premiums for collective supplementary pension insurance based on ZKDPZJU	452	35.847	35.066	48.275	102,2	74,3
C. Expenses for goods and services associated with the provision of public services (454+455+456+457+458+459+460+461+462+463)	453	1.774.872	2.302.964	2.571.843	77,1	69,0
part of 4020 Office and general supplies and services	454	783.502	549.798	1.159.858	142,5	67,6
part of 4021 Special supplies and services	455	24.160	42.248	27.880	57,2	86,7
part of 4022 Energy, water, utility services, and communications	456	106.454	112.234	123.835	94,9	86,0
part of 4023 Transportation costs and services	457	29.246	28.201	30.770	103,7	95,0
part of 4024 Expenses for business trips	458	39.565	221.951	380.373	17,8	10,4
part of 4025 Regular maintenance	459	505.191	492.216	431.060	102,6	117,2
part of 4026 Operating rent and lease fees	460	76.363	81.201	105.590	94,0	72,3
part of 4027 Fines and damages	461		6.797			

part of 4028	Payroll tax	462					
part of 4029	Other operating expenses	463	210.391	768.318	312.477	27,4	67,3
403	D. Domestic interest payments	464		137.771			
404	E. Foreign interest payments	465					
410	F. Subsidies	466					
411	G. Transfers to individuals and households	467					
412	H. Transfers to non-profit organizations and institutions	468					
413	I. Other current domestic transfers	469					
	J. Capital expenditure (471+472+473+474+475+476+477+ 478+479+480)	470	432.287	496.587	592.920	87,1	72,9
4200	Purchase of buildings and premises	471		115.000			
4201	Purchase of vehicles	472	78.554	24.399	84.000	322,0	93,5
4202	Purchase of equipment	473	324.939	296.490	258.920	109,6	125,5
4203	Purchase of other operating fixed assets	474					
4204	Construction, reconstruction, and renovation	475					
4205	Major maintenance and renovation	476					
4206	Purchase of land and natural resources	477					
4207	Purchase of intangible assets	478	28.794	60.698	250.000	47,4	11,5
4208	Feasibility studies for projects, project documentation, supervision, project engineering	479					
4209	Purchase of reserves of goods and intervention stocks	480					
	2. EXPENDITURE FROM THE SALE OF GOODS AND SERVICES IN THE MARKET (482 + 483+ 484)	481					
part of 400	A. Salaries and other employee benefits from the sale of goods and services in the market	482					
part of 401	B. Social security contributions paid by the employer from the sale of goods and services in the market	483					
part of 402	C. Expenditure for goods and services from the sale of goods and services in the market	484					
	III/1 SURPLUS (401-437)	485	674.543	605.289	359.092		
	III/2 DEFICIT (437-401)	486					

1 REVENUE

Based on cash flow the Agency generated EUR 6,786,880 in revenue in 2020, EUR 6,772,461 (99.8%) of which was operating revenue in the framework of providing a public service, i.e., regular operating revenue from payments made by liable entities based on issued decisions, invoices, and other authentic documents, and EUR 14,419 (0.2%) from received interest, capital revenue and other received funds from the budget of the European Union.

The Agency's operating revenue decreased by 364,155 or 5.1% in 2020 compared to the previous year. Significant changes are primarily the result of:

- a EUR 586,921, i.e., 53.8% decrease in the revenue from the provision of media services, especially because of the lower value of the tariff in 2019 and payments based on decisions issued for the preceding years (2018 and 2017) to individual providers of TV and on-demand services;
- decreased revenue from the use of radio frequencies in the amount of EUR 462,142, i.e., 16.5%, partially because of the lower value of the tariff and the concurrent lower number of points with regard to the operators' needs, as well as because of the Act Determining the Intervention Measures to Mitigate and Remedy the Consequences of the COVID-19 Epidemic, which in Article 102 waived the fee for radio and TV signal and the fee for RTV Slovenija programmes, as well as a partial waiver of payment for the use of radio frequencies for regional and other television and radio stations;
- a EUR 310,507, i.e., 13.7% increase in the revenue primarily due to the tariff value increase;
- a EUR 158,590, i.e., 20.9% increase in the revenue from payments for the use of numbering elements primarily due to the tariff value increase;
- a EUR 102,426, i.e., 21.8% increase in the revenue from decisions determining fees for providing postal services, mainly due to the tariff value increase;
- a EUR 97,930, i.e., 31.6% increase in the revenue from railway services primarily due to the tariff value increase;

TABLE 11: REVENUE ON CASH BASIS FOR THE PERIOD FROM 1 JANUARY TO 31 DECEMBER 2020

	2019	2020	2020 FP	Index 2020/2020 FP
Revenue from the provision of postal services	367.571	469.997	465.152	101,0
Revenue from fees for numbering resources	598.478	757.068	806.400	93,9
Revenue based on notifications	1.963.634	2.274.141	2.183.940	104,1
Revenue from frequencies	2.793.078	2.330.936	2.599.300	89,7
Revenue from railways	309.869	407.799	408.000	100,0
Revenue from media services	1.090.740	503.819	533.870	94,4
Revenue from the public auction administrative costs	0	0	775.000	0,0
Revenue from sale of stickers banning the delivery of unaddressed mail to the mailbox	6.214	6.587	6.075	108,4
TOTAL OPERATING REVENUE (ADP code = part of 424)	7.129.584	6.750.347	7.777.737	86,8

Source: AKOS internal accounts

2 EXPENSES

Based on cash flow, the Agency's expenses in 2020 totalled EUR 6,112,337, of which EUR 3,905,178 (63.9%) were expenses for salaries and other employee benefits, and associated social contributions paid by the employer, EUR 1,774,872 (29.0%) were expenses for the purchase of materials, goods, and services, and EUR 432,287 (7.1%) were capital expenditure.

The Agency's expenses in 2020 were EUR 1,380,703, i.e., 18.4% below the financial plan, especially in the following three categories of expenses: salaries and other labour costs, expenses for the purchase of goods and services, and capital expenditure.

2.1 SALARIES AND OTHER LABOUR COST

The Agency's labour costs were EUR 423,099 or 9.8% lower than planned (ADP codes = 439 + 447), primarily due to the lower amount of salaries, compensations, associated social security contributions and other labour cost (reimbursements, holiday and other allowances) paid to employees.

The main reason for underutilisation is in the Agency's inability to replace 5 employees who left (retirement and termination of employment), and the fact that the hiring plan was not fully realised. The Agency's uncompetitive salary policy compared to the private sector and the limitations in the rewarding policy, which are the result of the legal frameworks of the public sector, as well as the lack of appropriate human resources with specific knowledge and experience from the fields regulated and supervised by the Agency. Consequently, the hiring dynamics in 2020 were below plans, as finding suitable candidates took a long time, as is evident from the lack of new employees for certain positions.

2.2 EXPENSES FOR GOODS AND SERVICES

The Agency's expenses for goods and services were EUR 796,971, i.e., 31.0% below the amount budgeted in the approved 2020 financial plan (ADP code = 453), primarily due to:

- EUR 376,356, i.e., 32.4% lower expenses for office and general supplies (ADP code = 454) as the result of postponing some activities to the next year, and savings created by obtaining better quotes for certain services, contracting certain services to a smaller extent than planned and not requiring others, and partially also because of a higher utilisation of the funds for projects, launched in the previous year;
 - EUR 340,808, i.e., 89.6% lower than planned expenses for business trips (ADP code = 458), primarily because of the medical situation and intervention measures in force for limiting the spread of the COVID-19 epidemic;
 - EUR 74,131, i.e., 17.2% higher cost of regular maintenance (ADP code 459) especially because of maintenance work provided at the end of 2019 and paid in January 2020;
 - EUR 102,086, i.e., 32.7% lower other operating expenses (ADP code = 463), primarily because of lower costs of attendance fees, professional seminars and training, and the smaller extent of work provided by students, as the result of intervention measures for limiting the spread of the COVID-19 epidemic.

Detailed notes on the structure of planned expenses of materials, goods and services and other expenses by the type of activity are given in the chapter Financial plan realization on accrual basis.

2.3 INVESTMENT EXPENSES

In 2020 the Agency's investment expenses were EUR 160,633, i.e., 27.1% below its plan (ADP code = 470), primarily as the result of the following major investments:

- for the project of maintenance and upgrade to information and communication technologies and user support (task ID 497) a total of EUR 87,920 investment expenses were budgeted, going towards new computers and hardware. The realisation was EUR 114,270 above plans, especially because of investments in new equipment in the amount of EUR 109,366, which was completed in December 2019 and paid in January 2020. The Agency planned EUR 150,000 for the purchase and maintenance of licenses for the eAkos information system in 2020. EUR 26,644 investment expenditures were realised, mainly as payment for the licenses bought in December 2019. The investment into the business-information system eAkos was moved into 2021 because of the complexity of preparing the technical specification needed for the public tender and its audit by an independent external expert. The public order was published at the end of 2020;
- EUR 50,000 were budgeted for the project of RMMS upgrades and updates (task ID 172) with the aim of upgrading the to the software of the system for measuring public mobile networks' coverage, and the procurement of additional instruments, antennas and tools for field work. The purchase of the equipment was completed in the planned scope, however, the majority of the investment expenditures in the amount of EUR 36,700 has a payment date in January 2021, and a part of the funds in the amount of EUR 7,939 was allocated to current maintenance costs (more accurately attributed to costs and not investments). For the purchase of a new sports utility vehicle, we spent EUR 49,664 of the planned EUR 60,000;
- EUR 100,000 were budgeted for the QoSBB monitoring project (task ID 302), of which EUR 102,441 were spent, which includes the EUR 10,611 investment in software, which was procured in December 2019 and paid in January 2020. EUR 8,170 remained unspent, part of which (EUR 1,955) was allocated for telecommunications equipment and wiring, which were procured in 2020, while the payment is due in early 2021. The reasons for lower realisation of investment funds for the purchase of equipment are mainly in the fact that the currently available measurement instruments are not appropriate;
- the project of modernising the information system for electronic data collection on the electronic communications market (task ID 357) had an allocated EUR 100,000 budget, which was not realised because the public order had to be re-published, as no contractor was selected in the first round;
- the Agency budgeted EUR 45,000 for investments under infrastructure cost (activity ID 273), which were earmarked for the furnishing office space and the modernization of the vehicle fleet. The investments were fully realised with EUR 45,631 in expenditures, of which EUR 652 went towards the payment for an investment into a fixed asset, purchased in 2019.

XIV DECLARATION REGARDING THE RESULT OF THE PUBLIC FINANCE INTERNAL AUDIT



Agencija Republike
Slovenije za javnosplošne
informativne storitve

IZJAVA O OCENI NOTRANJEGA NADZORA JAVNIH FINANC

AGENCIJA ZA KOMUNIKACIJSKA OMREŽJA IN STORITVE REPUBLIKE SLOVENIJE
Stagno 7, 1000 LJUBLJANA

Šifra: 28401
Matična številka: 1332890000

Podpisani se zavedam odgovornosti za vzpostavitev in stalno izboljševanje sistema finančnega poslovanja in notranjih kontrol ter notranjega revidiranja v skladu s 100. členom Zakona o javnih financah z namenom, da obvladujem tveganja in zagotavljam doseganje ciljev poslovanja in uresničevanje proračuna.

Sistem notranjega nadzora javnih financ je zasnovan tako, da daje razumno, ne pa tudi absolutnega zagotovila o doseganju ciljev tveganja, da splošni in posebni cilji poslovanja ne bodo dovošeni, se obvladujejo na še sprejemljivi ravni. Temelji na nepretrganem procesu, ki omogoča, da se opredelijo ključna tveganja, verjetnost nastanka in vpliv določenega tveganja na doseganje ciljev in pomaga, da se tveganja obvladuje uspešno, učinkovito in gospodarno.

Ta ocena predstavlja stanje na področju uvajanja procesov in postopkov notranjega nadzora javnih financ v / na AGENCIJA ZA KOMUNIKACIJSKA OMREŽJA IN STORITVE REPUBLIKE SLOVENIJE.

Oceno podajam na podlagi:

* ocene notranje revizijske službe za področje:

PROCES REŠEVANJA UPORABNIŠKIH SPOROV

* samocenitev vodij organizacijskih enot za področje:

SEKTOR ZA REGULACIJO TELEKOMUNIKACIJ, SEKTOR ZA UPRAVLJANJE RADIOFREKVENČNEGA SPEKTRA, SEKTOR ZA EKONOMSKE ANALIZE, SEKTOR ZA NADZOR OPERATERJEV, SEKTOR ZA MERITVE IN NADZOR RADIOFREKVENČNEGA SPEKTRA, SEKTOR ZA ELEKTRONSKE MEDIJE, SEKTOR ZA SPREMLJANJE INFRASTRUKTURNIH INVESTICIJ, SEKTOR ZA REGULACIJO IN NADZOR TRGA POŠTNIH STORITEV, SEKTOR ZA REGULACIJO TRGA ŽELEZNIŠKIH STORITEV, SEKTOR ZA PRAVINE ZADEVE, SVETOVALKA ZA ODNOS Z JAVNOSTMI, SEKTOR ZA PODPORNE DEJAVNOSTI

* ugotovitev (Računsko sodišča RS, proračunske inspekcije, Urada RS za nadzor proračuna, nadzornih organov EU, ...) za področje:

/

V / Na AGENCIJA ZA KOMUNIKACIJSKA OMREŽJA IN STORITVE REPUBLIKE SLOVENIJE je vzpostavljen(o):

1. primerno kontrolno okolje

(predložnik izbere eno od naslednjih možnosti):

- a) na celotnem poslovanju,
- b) na preločnem delu poslovanja,
- c) na posameznih področjih poslovanja,
- d) še ni vzpostavljeno, prva ena s prvimi aktivnostmi,
- e) še ni vzpostavljeno, v naslednjem letu bomo prišli z ustreznimi aktivnostmi,

2. upravljanje s tveganji

2.1. cilji so realni in merljivi, tp. da so določeni indikatorji za merjenje doseganja ciljev

(predložitelj izbere eno od naslednjih možnosti):

- | | |
|---|----------------------------------|
| a) na celotnem poslovanju, | <input checked="" type="radio"/> |
| b) na pretežnem delu poslovanja, | <input type="radio"/> |
| c) na posameznih področjih poslovanja, | <input type="radio"/> |
| d) še niso opredeljeni, pričeli smo s prvimi aktivnostmi, | <input type="radio"/> |
| e) še niso opredeljeni, v naslednjem letu bomo pričeli z ustreznimi aktivnostmi | <input type="radio"/> |

2.2. tveganja, da se cilji ne bodo uresničili, so opredeljena in ovrednotena, določen je način ravnanja z njimi

(predložitelj izbere eno od naslednjih možnosti):

- | | |
|---|----------------------------------|
| a) na celotnem poslovanju, | <input type="radio"/> |
| b) na pretežnem delu poslovanja, | <input checked="" type="radio"/> |
| c) na posameznih področjih poslovanja, | <input type="radio"/> |
| d) še niso opredeljeni, pričeli smo s prvimi aktivnostmi, | <input type="radio"/> |
| e) še niso opredeljeni, v naslednjem letu bomo pričeli z ustreznimi aktivnostmi | <input type="radio"/> |

3. na obvladovanju tveganj temelječ sistem notranjega kontroliranja in kontrolne aktivnosti, ki zmanjšujejo tveganja na sprejemljivo raven

(predložitelj izbere eno od naslednjih možnosti):

- | | |
|---|----------------------------------|
| a) na celotnem poslovanju, | <input type="radio"/> |
| b) na pretežnem delu poslovanja, | <input checked="" type="radio"/> |
| c) na posameznih področjih poslovanja, | <input type="radio"/> |
| d) še niso opredeljeni, pričeli smo s prvimi aktivnostmi, | <input type="radio"/> |
| e) še niso opredeljeni, v naslednjem letu bomo pričeli z ustreznimi aktivnostmi | <input type="radio"/> |

4. usrezen sistem informiranja in komuniciranja

(predložitelj izbere eno od naslednjih možnosti):

- | | |
|---|----------------------------------|
| a) na celotnem poslovanju, | <input type="radio"/> |
| b) na pretežnem delu poslovanja, | <input checked="" type="radio"/> |
| c) na posameznih področjih poslovanja, | <input type="radio"/> |
| d) še niso opredeljeni, pričeli smo s prvimi aktivnostmi, | <input type="radio"/> |
| e) še niso opredeljeni, v naslednjem letu bomo pričeli z ustreznimi aktivnostmi | <input type="radio"/> |

5. ustrezen sistem nadziranja, ki vključuje tudi primerno (lastno, skupno, pogodbeno) notranje revizijsko službo

(predstojnik izbere eno od naslednjih možnosti):

- a) na celotnem poslovanju,
- b) na prelozrnem delu poslovanja,
- c) na posameznih področjih poslovanja,
- d) še niso opredeljeni, pričeli smo s prvimi aktivnostmi,
- e) še niso opredeljeni, v naslednjem letu bomo pričeli z ustreznimi aktivnostmi

6. notranje revidiranje zagotavljam v skladu s Pravilnikom o usmeritvah za usklajeno delovanje sistema notranjega nadzora javnih finančno

(predstojnik izbere eno od naslednjih možnosti):

- a) z lastno notranjerevizijsko službo,
- b) s skupno notranjerevizijsko službo,
- c) z zunanjiim izvajalcom notranjega revidiranja,

Naziv in sedež zunanjega izvajalca notranjega revidiranja:

KPMG poslovno svetovanje, d.o.o., Železna cesta 6a, Ljubljana

Navedite matično število zunanjega izvajalca notranjega revidiranja:

567026000

Ali (sprejeti) finančni nabir (proračun), za leto na katerega se izjava nanaša, presega 2.000 mio evrov:

 DA
 NE

Datum zadnjega revizijskega poročila zunanjega izvajalca notranjega revidiranja je:

14.05.2020

- d) nisem zagotovi notranjega revidiranja.

V letu 2020 sem na področju notranjega nadzora izvedel naslednje pomembne izboljšave (navedite: 1, 2 oziroma 3 pomembne izboljšave):

- na področju obvladovanja tveganj v procesu varovanja podatkov: priprava in sprejem Registra varovanih podatkov AKOS;
- na področju obvladovanja tveganj v procesu upravljanja s človeškimi dejavniki: priprava in sprejem dopoljenega in prenovljenega Pravilnika o spremembah in dopolnitvah Pravilnika o notranji organizaciji in sistemizaciji delovnih mest;
- na področju obvladovanja tveganj v zvezi z opravljanjem dela, ki ga zaposleni opravljajo na svojem domu: priprava in sprejem dopoljenega in prenovljenega Pravilnika o opravljanju dela na domu ter v času izjemnih okoliščin sprejem novega Pravilnika o opravljanju dela na domu zaradi izjemnih okoliščin in Navodila za varno delo zaradi pojavn virusa Covid-19.

Kljub izvedenim izboljšavam ugotavljam, da obstajajo naslednja pomembna tveganja, ki jih še ne obvladujem v zadostni meri (navedite: 1, 2 oziroma 3 pomembnejša tveganja in predvidene ukrepe za njihovo obvladovanje):

Agencija bo na področju obvladovanja tveganj poslovnih procesov izvedla posodobitev posameznih registrov tveganj oziroma pripravila enotni register Agencije.

Predstojnik oziroma poslovodni organ proračunskega uporabnika:

mag. Tanja Muha, direktorica

Datum podpisa predstojnika:

02.02.2021



FINANCIAL REPORT

THE AGENCY HAS COMPILED THIS ANNUAL REPORT IN ACCORDANCE WITH ALL THE LAWS, RULES AND REGULATIONS, AMENDMENTS THAT REGULATE THE PREPARATION AND STRUCTURE OF FINANCIAL DOCUMENTS.

XV FINANCIAL STATEMENT

I LEGAL FRAMEWORK, FORM AND CONTENT OF THE REPORT

The Agency has compiled this Annual Report in accordance with all the laws, rules and regulations, and their amendments that regulate the preparation and structure of financial documents:

- Public Finance Act (Official Gazette of RS 11/11 – official consolidated text 4, 14/13 – amendments, and 101/13);
- Accounting Act (Official Gazette of RS 23/99, 30/02 – ZJF-C and 114/06 – ZUE; hereinafter referred to as ZR);
- Rules on drawing up annual reports for the budget, budget spending units and other entities of public law (Official Gazette of RS 115/02 and further);
- Instructions on preparing the annual financial statement of state and municipalities budgets and on methodology for preparing a report on the achieved goals and results of direct and indirect budget users (Official Gazette of RS 12/01 and further);
- Decision on the establishment of the Agency for Communication Networks and Services of the Republic of Slovenia (Official Gazette of RS 41/13 and 66/17);
- Slovenian Accounting Standards (Official Gazette of RS 118/05 and further).

In accordance with Accounting Act and Rules on the preparation of annual reports for the budget, budget users and other public bodies, this report comprises:

- The financial report, which comprises financial statements (a balance sheet and statement of revenue and expense) and notes to financial statements;
- The business report, which discloses the deviations and achievements from the reporting period i.e. the fulfilment of responsibilities and associated implementation of the financial plan (included in the first half of this annual report).

The type of information i.e. the elements presented in these statements are defined by accounting regulations and standards. The Agency provided notes to the balance sheet and statement of revenue and expense in the form of mandatory appendices and statements, such as:

- Balance of and changes in intangible assets and tangible fixed assets,
- Balance of and changes in long-term financial investments and loans,
- A statement of revenue and expense for specific users, categorized by type of activity,
- A statement of revenue and expense for specific users compiled on cash basis,
- Statement of account of financial receivables and investments for specific users,
- Statement of account of financing for specific users.

The notes also comprise other accounting information that the Agency deems important for adequately and sufficiently disclosing the items on the balance sheet, and statement of revenue and expense.

On 18 December 2019, the Ministry of Public Administration as the line ministry approved the 2020 Operating and Financial Plan, while on 23 December 2019 the Government of the Republic of Slovenia approved the Agency's tariffs for 2020.

2 ACCOUNTING POLICIES

When compiling the financial statements and in its accounting the Agency followed the main goal of complying with regulations, as well as the goal of presenting the content of the financial statements and notes at the highest possible quality level. This means that it ensured, inter alia through appropriate internal accounting controls, that the financial statements are relevant, reliable, understandable and comparable. The Agency made the plans on the accrual basis.

2.1 INTANGIBLE ASSETS AND TANGIBLE FIXED ASSETS

The Agency initially recognized the intangible assets and tangible fixed assets at their original cost (historical cost). This cost comprises the purchase price, import and non-refundable purchase duties (e.g., VAT, which the Agency cannot claim as a deduction from the input tax, because it is not liable for VAT), and costs directly attributable to putting the asset in use (such as installation, commissioning, decommissioning costs, etc.). After the initial recognition these assets are carried at cost, less any amortization or depreciation in accordance with the selected cost model. The Agency records any subsequent cost related to tangible fixed assets as an increase of their historical cost, if it determines that the investment will increase future economic benefits compared to the initially estimated cost. The cost of repairs and maintenance for restoring or preserving future economic benefits are recognized as costs, i.e., operating expenses for the reporting period.

2.2 DEPRECIATION AND AMORTIZATION AND CHANGES TO HOW IT IS RECOGNIZED IN 2020

Intangible assets and tangible fixed assets are amortized or depreciated by the Agency according to the straight-line method and in accordance with the Rules on the method and rates of de-

preciation of intangible fixed assets and tangible fixed assets. Since 2017, when the Court of Audit audited the Agency's operations, and in accordance with their recommendation, the Agency has in accordance with paragraph 2 of Article 44 of the Accounting Act, been recognising the total cost of amortisation and depreciation as revenue (before that the Agency put the total cost of amortisation and depreciation against liabilities for assets under management). This has led to a discrepancy in the assets for management, as the Agency included in the tariff also a part of the cost of amortisation and depreciation, and according to the Court of Audit policy it fully included it as a cost in the statement of revenue and expenditure. After receiving an opinion from the Ministry of Finance, the Agency changed how it recognises amortisation and depreciation for the year 2020. Now the Agency recognises the part of the amortisation and depreciation that was included in the tariffs (and recognizes the costs from this source), and a part against the liabilities for intangible assets and fixed assets (for assets received from the founder, for assets whose total purchase value was included in the tariff), as disclosed in chapter 3.1.3 Own funds and long-term liabilities and 3.3.2 Expenditures.

2.3 RECEIVABLES

The Agency recognizes receivables in amounts based on authentic accounting documents. The value of receivables is adjusted for impairments and the reversal of impairments. The Agency determines whether individual receivables are recognized at the correct value at the end of the accounting period based on the evidence of doubts regarding their recoverability. Allowances for receivables, which decrease the book value of receivables and increase revaluation operating expenses, are made separately for all uninsured accounts receivable overdue for over a year on 31 December, or for which there is a doubt regarding their recoverability.

2.4 LIABILITIES

The Agency recognizes liabilities in amounts based on authentic accounting documents, and in the case of short-term operating liabilities, which represent the major part of total liabilities, prove the receipt of goods, materials, or services or work done, i.e., the charged costs.

2.5 REVENUE

The Agency recognizes revenue in amounts based on issued decisions determining fees on the basis of notifications, for using numbering resources, for using radio frequencies, for the provision of railway services, for the provision of media services, and for the provision of postal services, as well as bills issued for stickers banning delivery of unaddressed mail to mailboxes. Revenue is calculated by multiplying the number of points for a specific type of fees and the value of that point i.e., the tariff, which is determined in the annual financial plan based on the planned structure and extent of expenses for that specific type of fee.

3 FINANCIAL STATEMENTS WITH NOTES

The financial statement presented below is based on original cost. It is denominated in euros (EUR) and rounded to the nearest integer.

3.1 BALANCE SHEET

TABLE 12: BALANCE ON 31 DECEMBER 2020

Classif. by account	Title of the group of accounts	Label for ADP	Amount			Index current year/previous year
			Current year	Previous year	Comparative previous year	
1	2	3	4	5	6	7=4/5
	A) LONG-TERM ASSETS AND ASSETS UNDER MANAGEMENT (002-003+004-005+006-007+008+009+010+011)	001	4.250.690	4.523.021	4.523.021	94,0
00	INTANGIBLE ASSETS AND LONG-TERM DEFERRED COSTS AND ACCRUED REVENUE	002	1.392.475	1.374.064	1.374.064	101,3
01	AMORTIZATION OF INTANGIBLE ASSETS	003	1.201.214	1.121.427	1.121.427	107,1
02	PROPERTY	004	5.155.296	5.155.296	5.155.296	100,0
03	DEPRECIATION OF PROPERTY	005	2.257.138	2.103.766	2.103.766	107,3
04	EQUIPMENT AND OTHER TANGIBLE FIXED ASSETS	006	5.600.247	5.327.121	5.327.121	105,1
05	DEPRECIATION OF EQUIPMENT AND OTHER TANGIBLE FIXED ASSETS	007	4.439.064	4.126.381	4.126.381	107,6
06	LONG-TERM FINANCIAL INVESTMENTS	008	-	-	-	-
07	LONG-TERM LOANS GIVEN AND DEPOSITS	009	-	-	-	-
08	LONG-TERM OPERATING RECEIVABLES	010	88	18.114	18.114	0,5
09	RECEIVABLES FOR ASSETS UNDER MANAGEMENT	011	-	-	-	-

	B) SHORT-TERM ASSETS; EXCEPT FOR INVENTORY AND DEFERRED COST AND ACCRUED REVENUE (013+014+015+016+017+018+019+020+021+022)	012	4.494.984	3.778.911	3.778.911	118,9
10	CASH IN HAND AND EASILY REALIZABLE SECURITIES	013	-	-	-	-
11	DEPOSITS IN BANKS AND OTHER FINANCIAL INSTITUTIONS	014	4.199.939	3.537.157	3.537.157	118,7
12	SHORT-TERM TRADE RECEIVABLES	015	88.816	134.210	134.210	66,2
13	ADVANCES AND SECURITY DEPOSITS GIVEN	016	2.184	732	732	298,4
14	SHORT-TERM RECEIVABLES FROM USERS OF THE STANDARD CHART OF ACCOUNTS	017	6.358	6.333	6.333	100,4
15	SHORT-TERM FINANCIAL INVESTMENTS	018	-	-	-	-
16	SHORT-TERM FINANCIAL RECEIVABLES	019	-	-	-	-
17	OTHER SHORT-TERM RECEIVABLES	020	13.106	12.163	12.163	107,8
18	UNPAID EXPENSES	021	-	-	-	-
19	DEFERRED COSTS AND ACCRUED REVENUE	022	184.581	88.316	88.316	209,0
	C) INVENTORIES (024+025+026+027+028+029+030+031)	023	-	-	-	-
30	ACCOUNT PURCHASES OF MATERIALS	024	-	-	-	-
31	INVENTORIES OF MATERIALS	025	-	-	-	-
32	INVENTORIES OF SMALL TOOLS AND PACKAGING MATERIAL	026	-	-	-	-
33	UNFINISHED PRODUCTS AND SERVICES	027	-	-	-	-
34	PRODUCTS	028	-	-	-	-
35	ACCOUNT PURCHASES OF GOODS	029	-	-	-	-
36	INVENTORIES OF GOODS	030	-	-	-	-
37	OTHER INVENTORIES	031	-	-	-	-
	I. TOTAL ASSETS (001+012+023)	032	8.745.674	8.301.932	8.301.932	105,3
99	OFF-BALANCE SHEET ASSETS ACCOUNTS	033	13.477	24.152	24.152	55,8
	D) SHORT-TERM LIABILITIES AND ACCRUED COSTS AND DEFERRED REVENUE (035+036+037+038+039+040+041+042+043)	034	675.890	634.129	634.129	106,6
20	SHORT-TERM LIABILITIES FOR ADVANCES AND SECURITY DEPOSITS RECEIVED	035	17	17	17	100,0
21	SHORT-TERM LIABILITIES TO EMPLOYEES	036	280.036	286.448	286.448	97,8
22	SHORT-TERM LIABILITIES TO SUPPLIERS	037	277.604	267.596	267.596	103,7
23	OTHER SHORT-TERM OPERATING LIABILITIES	038	92.508	55.608	55.608	166,4
24	SHORT-TERM LIABILITIES TO USERS OF THE STANDARD CHART OF ACCOUNTS	039	2.621	3.609	3.609	72,6
25	SHORT-TERM LIABILITIES TO SOURCES OF FINANCING	040	-	-	-	-
26	SHORT-TERM FINANCIAL LIABILITIES	041	-	-	-	-
28	UNPAID REVENUE	042	-	-	-	-
29	ACCRUED COSTS AND DEFERRED REVENUE	043	23.104	20.851	20.851	110,8

	E) OWN FUNDS AND LONG-TERM LIABILITIES (045+046+047+048+049+050+051+052- 053+054+055+056+057+058-059)	044	8.069.784	7.667.803	7.667.803	105,2
90	GENERAL FUND	045	-	-	-	-
91	RESERVE FUND	046	-	-	-	-
92	LONG-TERM ACCRUED COSTS AND DEFERRED REVENUE	047	-	-	-	-
93	LONG-TERM PROVISIONS	048	-	-	-	-
940	RESTRICTED ASSETS IN PUBLIC FUNDS	049	-	-	-	-
9410	ASSETS IN OTHER LEGAL ENTITIES GOVERNED BY PUBLIC LAW, WHICH ARE OWNED BY THEM, FOR INTANGIBLE ASSETS AND TANGIBLE FIXED ASSETS	050	-	-	-	-
9411	ASSETS IN OTHER LEGAL ENTITIES GOVERNED BY PUBLIC LAW, WHICH ARE OWNED BY THEM, FOR FINANCIAL INVESTMENTS	051	-	-	-	-
9412	SURPLUS	052	-	-	-	-
9413	DEFICIT	053	-	-	-	-
96	LONG-TERM FINANCIAL LIABILITIES	054	-	-	-	-
97	OTHER LONG-TERM LIABILITIES	055	-	-	-	-
980	LIABILITIES FOR INTANGIBLE ASSETS AND TANGIBLE FIXED ASSETS	056	5.205.278	4.920.236	4.692.593	105,8
981	LIABILITIES FOR LONG-TERM FINANCIAL INVESTMENTS	057	-	-	-	-
985	SURPLUS	058	2.864.506	2.747.567	2.975.210	104,3
986	DEFICIT	059	-	-	-	-
	I. TOTAL LIABILITIES (034+044)	060	8.745.674	8.301.932	8.301.932	105,3
99	OFF-BALANCE SHEET LIABILITIES ACCOUNTS	061	13.477	24.152	24.152	55,8

The Agency's total assets on 31 December 2020 amounted to EUR 8,745,674, which is EUR 443,742, i.e., 5.3% higher than at the end of 2019. The net increase in total assets is primarily the result of the surplus from 2020.

The structure of the Agency's assets is as follows:

- EUR 4,250,690, i.e., 48.6% of long-term assets (of which 95.5% are tangible fixed assets, 4.5% intangible assets and long-term deferred cost and accrued revenue, while long-term operating receivables represent a negligible share);

- EUR 4,494,984, i.e., 51.4% of short-term assets (of which 2.5% are short-term receivables from customers and users of the standard chart of accounts, and other operating receivables, 93.4% are balance in the account, and 4.1% deferred cost and accrued revenue).

The structure of the Agency's liabilities is as follows:

- EUR 8,069,784, i.e., 92.3% of long-term liabilities, which comprise liabilities for assets under management (of which 61.0% are for intangible assets and tangible fixed assets,

- and 39.0% are surplus);
- EUR 675,890, i.e., 7.7% of short-term liabilities (of which 55.2% are short-term trade liabilities and other operating liabilities, 41.4% short-term liabilities to employees, and 3.4% accrued cost and deferred revenue).

The Agency's off-balance sheet assets and liabilities comprise:

- a contingent claim toward employees in the event of the failure to meet obligations under the contract on education in the total amount of EUR 8,477;
- a bank guarantee in the amount of EUR 5,000 received as a performance guarantee for obligations arising from the Agency's property and liability insurance.

Because of the changes to how amortisation and depreciation of intangible assets and fixed assets are recognised in 2020, the Balance sheet as at 31 December 2020 also shows comparative data for the previous year.

3.1.1 LONG-TERM ASSETS AND ASSETS UNDER MANAGEMENT

The balance of the Agency's long-term assets and assets under its management on 31 December 2020 comprises the balance of intangible assets and tangible fixed assets recorded at their book value, and the balance of long-term operating receivables.

LONG-TERM DEFERRED COST AND ACCRUED REVENUE, INTANGIBLE ASSETS AND TANGIBLE FIXED ASSETS

The class of accounts 0 (group of accounts from 00 to 05) comprises long-term deferred cost and accrued revenue, intangible assets, and tangible fixed assets received from the relevant ministry when the Agency was established as an independent legal entity, and additional assets purchased in the following years and until 31 December 2020.

Intangible assets comprise mostly software and different software licenses, as well as long-term deferred cost. The historical cost of intangible assets (ADP code = 002) increased by a total of EUR 18,411 in 2020 compared to the year before. Changes in the historical cost are primarily the result of:

- recording the long-term deferred cost of the advanced payment for software leases for periodically monitoring changes to websites, for the maintenance of the central system for collecting and correlating security events in the information system for the purpose of early detection of abuse and SIEM security events. Net values of long-term deferred costs in 2020 increased to EUR 16,082;
- an increase in the original cost due to the procurement of licensed software for CorreIDRAW Graphics S in the total value of EUR 2,329;

TABLE 13: MAJOR INVESTMENTS IN INTANGIBLE FIXED ASSETS

classifying group accounts	Task ID	value in EUR	type of investment
003 long-term assets	497 Maintenance and upgrade of the ICT system and user support	2.329 €	purchase of CorreIDRAW Graphics S licensed software
total		2.329 €	

The accumulated depreciation of intangible fixed assets (ADP code = 003) increased by a total of EUR 79,787 in 2020 compared to the year before due to depreciation at prescribed depreciation rates.

Tangible fixed assets comprise:

- property (building and agricultural land, offices, radio supervision and measurement stations, etc.);
- equipment and other tangible fixed assets (telecommunication and audiovisual equipment, computer hardware, equipment for heating and cooling premises, printing and copying equipment, security equipment, office furniture and equipment, vans, cars, etc.).

The historical cost of property (ADP code = 004) did not change in 2020 compared to the year before.

The accumulated depreciation of property (ADP code = 005) increased by a total of EUR 153,372 in 2020 compared to the year before due to depreciation at prescribed depreciation rates.

The original cost of equipment and other tangible fixed assets (ADP code = 006) increased by a total of EUR 273,126 in 2020 compared to the year before. Changes in the historical cost are the result of:

- an increase in the historical cost resulting primarily from the procurement of telecommunication equipment and cables, and computer and measuring equipment in the total amount of EUR 323,186 (measuring antennas, routers, servers, workstations, laptops, other computer equipment, air conditioners, TV sets, etc.);
- a decrease in the historical cost due to write-offs of old, broken, and useless equipment based in the decision of the inventory commission, and sale of equipment no longer in use in the total value of EUR 50,060;

The accumulated depreciation losses for equipment and other tangible fixed assets (ADP code = 007) increased by a total of EUR 312,683 in 2020 compared to the year before. Changes in the accumulated depreciation are the result of:

- a decrease in the accumulated depreciation due to write-offs of old, broken, and useless equipment based on the decision of the inventory commission, and sale of equipment no longer in use in the total amount of EUR 46,463;
- an increase in the accumulated depreciation due to depreciation at the prescribed rates in the total amount of EUR 359,147.

TABLE 14: MAJOR INVESTMENTS IN TANGIBLE FIXED ASSETS – EQUIPMENT AND SMALL TOOLS

classifying group accounts	Task ID	value in EUR	type of investment
	172 Upgrade and updates to the RMMS	91.632 €	purchase of the vehicle for measurements, supply of the mobile measurement receiver, purchase of smaller equipment (oscilloscope, network separation trafo for measurements, probes for EMC measurements on lines, DAB+ switches)
040 equipment	273 Infrastructure costs	31.797 €	purchase of two cars, purchase of equipment of lower value
	302 Monitoring QoS BB	93.508 €	purchase of an Ethernet network emulator of up to 10 Gbps and an L3 switch 32x100 GbE, L2 switch 24x1 GbE, 24x multigig 1,2.5,5,10GbE
	497 Maintenance and upgrade of the ICT system and user support	86.041 €	purchase of computer hardware; computers, computer equipment, printers, cameras
041 small tools	273 Infrastructure costs	13.182 €	purchase of furniture
	302 Monitoring QoS BB	277 €	purchase of small tools and equipment
	497 Maintenance and upgrade of the ICT system and user support	6.749 €	purchase of small tools and equipment
	total	323.186 €	

The Agency purchased EUR 325,515 worth of new intangible and tangible fixed assets in 2020. These purchases were financed from the surplus generated in preceding years.

LONG-TERM OPERATING RECEIVABLES

The Agency's long-term operating receivables recorded under the group of accounts 08 (ADP code = 010) comprise long-term receivables in the amount of EUR 88, based on decisions determining the fees after approved companies' compulsory settlement. The Agency's long-term receivables decreased by EUR 18,026 or 99.5% compared to the year before.

3.1.2 SHORT-TERM ASSETS EXCEPT FOR INVENTORY AND DEFERRED COST AND

ACCRUED REVENUE

The Agency's short-term assets on 31 December 2020 comprise deposits in banks and other financial institutions, short-term trade receivables, and receivables due from users of the standard chart of accounts, advances paid, securities given, and other short-term receivables and deferred cost and accrued revenue.

DEPOSITS IN BANKS AND OTHER FINANCIAL INSTITUTIONS

The Agency's cash deposits on the sub-account of the treasury single account at the Public Payments Administration of the Republic of Slovenia, through which the Agency's payment transactions are made, amounted to EUR 4,199,939 on 31 December 2020 (ADP code = 014). The Agency's deposits increased by EUR 662,782, i.e., 18.7% compared to the year before.

SHORT-TERM TRADE RECEIVABLES

The Agency's short-term trade receivables recorded under the group of accounts 12 (ADP code = 015) comprise receivables from issued decisions on determining the fees on the basis of notifications, for using numbering resources, for using radio frequencies, for the provision of media services, for the provision of railway services and for the provision of postal services, and bills issued for stickers banning delivery of undressed mail to mailboxes in the total amount of EUR 225,502, and allowances for impairments in the total amount of EUR 136,685. Compared to 31 December 2019, the net amount of receivables decreased by EUR 45,394, i.e., 33.8%

The total amount of trade receivables is EUR 74,904, the amount of overdue receivables of up to 60 days is EUR 24,995, overdue receivables from 60 days to 120 days is EUR 5,905, overdue receivables from 180 days to 270 days is EUR 7,044, overdue receivables from 270 days to 365 days is EUR 9,743, and overdue receivables above one year is EUR 102,911.

The Agency made allowances in the amount of EUR 47,034 for all overdue, unpaid, unsecured, or unimpaired claims that were overdue for over a year as at 31 December 2020, or for receivables for which there is reasonable doubt that they will be repaid, and recorded them as revelatory operating expenses (ADP code for the Statement of Revenue and Expense = 886).

The Agency wrote off receivables from debtors against which bankruptcy proceedings were concluded or which were deleted from the court register, and receivables that fell under statute of limitations, in the total amount of EUR 1,330. In 2020 the Agency issued overdue reminders and reminders about pending debt collection to debtors, and carried out e-collection proceedings based on authentic documents.

ADVANCES AND SECURITY DEPOSITS GIVEN

The Agency's advances and security deposits under the group of accounts 13 (ADP code = 016) comprise an advanced payment in the amount of EUR 2,184. Compared to 31 December 2019, the net amount of these liabilities increased by EUR 1,452, i.e., 198.4% because of the bigger scope of advances.

SHORT-TERM RECEIVABLES FROM USERS OF THE STANDARD CHART OF ACCOUNTS

The Agency's short-term receivables from users of the standard chart of accounts under group of accounts 14 (ADP code = 017) comprise receivables from direct and indirect users of state and municipalities budgets based on issued decisions on determining the fees in the amount of EUR 6,358. Compared to 31 December 2019 the net amount of these liabilities increased by EUR 25, i.e., 0.4%. All are trade receivables.

OTHER SHORT-TERM RECEIVABLES

The Agency's other short-term receivables under the group of accounts 17 (ADP code = 020) comprise mostly receivables from the Health Insurance Institute of Slovenia for refunding the sick leave pay for sick leaves exceeding 30 days and for child care allowance in the total amount of EUR 13,106. Compared to 31 December 2019 the amount of receivables rose by EUR 943, i.e., 7.8% due to the increase in recognized unpaid receivables from refunds in the last quarter of 2020.

DEFERRED COSTS AND ACCRUED REVENUE

The Agency's deferred cost and accrued revenue under the group of accounts 19 (ADP code = 022) comprise short-term deferred cost in the total amount of EUR 184,581. Short-term deferred cost comprises mostly the cost of fees

for IT support and software upgrades for an online application for recording, saving, archiving, and analysing television channels and audiovisual services on demand, fees for accessing databases, membership fees, insurance premiums, subscription fees, etc., all paid in advance for the period after the reporting date in the total amount of EUR 126,801 and EUR 57,780 of accrued revenue. The amount of deferred cost and accrued revenue increased by EUR 96,265, i.e., 109.0% compared to 31 December 2019, especially because of accrued revenue that the Agency did not have in 2019, and partially because of higher accrued costs.

3.1.3 SHORT-TERM LIABILITIES AND ACCRUED COST AND DEFERRED REVENUE

The Agency's short-term liabilities and accrued cost and deferred revenue as of 31 December 2020 comprise short-term liabilities for received advances and securities, liabilities to employees, suppliers and users of the standard chart of accounts, other short-term liabilities, and accrued cost and deferred revenue.

SHORT-TERM LIABILITIES FOR ADVANCES AND SECURITY DEPOSITS RECEIVED

The Agency's short-term liabilities for advances and security deposits received under the group of accounts 20 (ADP code = 035) comprise a received advanced payment in the amount of EUR 17. Compared to 31 December 2018, the net amount of received advances did not change.

SHORT-TERM LIABILITIES TO EMPLOYEES

The Agency's short-term liabilities to employees under the group of accounts 21 (ADP code = 036) comprise mostly liabilities to employees for salaries for December 2020 in the total amount of EUR 280,036. Compared to 31 December 2019 the net amount of these liabilities decreased by EUR 6,412, i.e., 2.2%, mostly due lower employee salaries.

SHORT-TERM LIABILITIES TO SUPPLIERS

The Agency's short-term liabilities to suppliers under the group of accounts 22 (ADP code = 037) comprise liabilities to domestic suppliers in the amount of EUR 175,451, and liabilities to foreign suppliers in the amount of EUR 102,153. The Agency generally settles its liabilities to suppliers within 30 days of receiving the e-invoice. Compared to 31 December 2019 the net amount of these liabilities increased by EUR 10,008, i.e., 3.7%.

OTHER SHORT-TERM OPERATING LIABILITIES

The Agency's other short-term operating liabilities under the group of accounts 23 (ADP code = 038) comprise mostly liabilities for social contributions paid by the employer and deductions from salaries for December salaries in the amount of EUR 48,488, and for VAT for goods and services purchased from EU states according to the December VAT return in the amount of EUR 44,020, for the total amount of EUR 92,508. Compared to 31 December 2019 the net amount of these liabilities rose by EUR 36,900, i.e., 66.4%, especially because of increased VAT liability for the purchase of services.

SHORT-TERM LIABILITIES TO USERS OF THE STANDARD CHART OF ACCOUNTS

The Agency's short-term liabilities towards users of the standard chart of accounts under group of accounts 24 (ADP code = 039) comprise liabilities towards direct and indirect users of state and municipalities budgets for purchases of goods, materials and services in the amount of EUR 2,621. Compared to 31 December 2019 the amount of these liabilities decreased by EUR 988, i.e., 27.4%.

ACCRUED COST AND DEFERRED REVENUE

The Agency's accrued cost and deferred revenue under the group of accounts 29 (ADP code = 043) comprise the accrued cost of commissioned audit services, and accrued costs for employee bonuses for the the last quarter of 2020 in the total amount of EUR 22,656, as well as deferred revenue in the amount of EUR 448. The amount of accrued cost and deferred revenue increased by EUR 2,253, i.e., 10.8% compared to 31 December 2019.

3.1.4 OWN RESOURCES AND LONG-TERM LIABILITIES

The Agency's own resources and long-term liabilities (ADP code = 044) comprise liabilities for assets under management in the amount of EUR 8,069,784, which comprise:

- liabilities for intangible assets and tangible fixed assets under the group of accounts 980 (ADP code = 056) in the amount of EUR 5,205,278, which decreased in 2020 year-on-year due the write-downs of purchase prices, according to the decision of the inventory commission in the amount of EUR 3,597, increased by the purchase fee from the sale of fixed assets in the total value of EUR 2,230, increased because of policy changes in the amount of EUR 279,234, and increased by the investment amount according to the decision of the Government of RS from past years in the amount of EUR 565,643, which represents a net increase of EUR 285,042 compared to 2019;

Liabilities for intangible assets and fixed assets in the scope of the group of accounts 980 presented in the Balance Sheet as at 31 December 2020 in the column "comparable data from the past year" (AOP code = 056)" because of the change in policy, and have decreased by EUR 512,685 compared to the past year. Comparative data show the change in accounting policy in 2020, namely as the cost of amortisation and depreciation in the statement of revenue and expenditure records only a part of amortisation and depreciation, which was included in the tariffs in 2019, while the rest is included as a liability to the source.

- surplus under the group of accounts 985 (ADP code = 058) amounted to EUR 2,864,506, which is an EUR 116,939 increase compared to the year before, representing unallocated surplus from the current year in the amount of EUR 780,453 (ADP code for the Revenue and Expenditure Account = 891), and a surplus from the past years in the amount of EUR 2,084,053.

Surplus compared to the previous year resulted from the change in policy, and the data are presented in the Balance Sheet as at 31 December 2020 in the column "comparable data from the past year" (AOP code = 058)" have decreased by EUR 110,704 compared to the past year. Comparative data show the change in accounting policy in 2020, namely as the cost of amortisation and depreciation in the statement of revenue and expenditure records only a part of amortisation and depreciation, which was included in the tariffs in 2019, which results in the higher surplus.

Compared to 31 December 2019 the net amount of these liabilities increased by EUR 401,981, i.e., 5.2%, mainly because of the achieved surplus in 2020.

3.2 STATEMENT OF REVENUE AND EXPENSE

Under the Rules on Breaking Down and Measuring Revenues and Expenses of Legal Entities under Public Law the Agency, as a specific user of the standard chart of accounts, recognizes revenue and expenses and compiles separate financial statements:

- on accrual basis;
- on cash basis for the purpose of monitoring the changes in revenue and expenses, in which case

revenue and expenses are recorded not when the cash is earned or costs incurred, but when cash or its equivalent is received or paid (including potential set offs).

In a separate Statement of Revenue and Expense for specific users, categorized by type of activity, the Agency presents only revenue and expenses from providing a public service, while the revenue and expenses from selling goods or services in the market are not recorded, because the Agency does not provide commercial services.

The Statement of Revenue and Expense for specific users compiled on a cash basis is an obligatory note to the mandatory Statement of Revenue and Expenses for specific users (account statement), which the Agency takes into account when drawing up its financial plan and which is presented in the context of disclosing its implementation (section Implementation of the Financial Plan).

The Agency's Financial Plan is drawn up on accrual basis, and comprises all planned revenue and expenses (cost) based on the time or period when the business event occurs. Secondly, the Agency applied the cash principle.

When recognizing revenue and expenses, the Agency complied with the rules on cash basis accounting and not the rules from the accounting standards. Due to different regulatory bases, data from both accounts cannot be directly compared. With the purpose of allowing at least limited comparison and providing a higher quality level of disclosures, all the major permanent and temporary discrepancies between the two accounts are explained below:

1. Permanent discrepancies are primarily associated with outflows for capital expenditure in the amount of EUR 432,287 (ADP code for the Statement of Revenue and Expense compiled on cash basis = 470), which are not recorded in the account statement of revenue and expenditure, and the revaluation operating expenses from the impairment of receivables in the amount of EUR 47,034 (ADP code for the Statement of Revenue and Expense = 879), and the costs of amortisation and depreciation in the amount of EUR 215,200 (ADP code for Statement of Revenue and Expense = 879), which are only an account category.

2. Temporary discrepancies are associated primarily with the dynamics of cash inflows and outflows, i.e., delays in the payment of more significant revenue and expense items between 2019 and 2020, where we would like to highlight:

- an increase in the recorded revenue from fees for numbering resources due to the delay in the payment of receivables in the amount of EUR 10,155;
- lower revenue from media services in the account statement, primarily arising from accrued revenue from decisions that determine fees yet to be issued and charged in the amount of EUR 42,147;
- lower revenue from notifications recorded in the account statement in the total amount of EUR 15,530;
- lower expenditure for goods and services in the account statements due to delays in the settling of more significant non-periodic liabilities incurred in 2020, which were settled in 2021 and amounted to EUR 89,842.

TABLE 15: STATEMENT OF REVENUE AND EXPENSE FOR THE PERIOD FROM 1 JANUARY 2020 TO 31 DECEMBER 2020

Classifying sub-groups of accounts	Account subgroup title	Label for ADP	Amount			index current year/previous year
			Current year	Previous year	Comparative previous year	
1	2	3	4	5	6	7=4/5
	A) OPERATING REVENUE (861+862-863+864)	860	6.786.701	6.333.790	6.333.790	107,2 %
760	REVENUE FROM THE SALE OF PRODUCTS AND SERVICES	861	6.780.486	6.326.110	6.326.110	107,2 %
	INCREASE IN THE VALUE OF INVENTORIES AND WORK IN PROGRESS	862	-	-	-	
	DECREASE IN THE VALUE OF INVENTORIES AND WORK IN PROGRESS	863	-	-	-	
761	REVENUE FROM THE SALE OF GOODS AND MATERIALS	864	6.215	7.680	7.680	80,9 %
762	B) FINANCIAL INCOME	865	1.412	587	587	240,5 %
763	C) OTHER REVENUE	866	44.430	139.531	139.531	31,8 %
	D) REVALUATION OPERATING REVENUE (868+869)	867	-	-	-	
part of 764	REVENUE FROM THE SALE OF OPERATING FIXED ASSETS	868	-	-	-	
part of 764	OTHER REVALUATION OPERATING REVENUE	869	-	-	-	
	E) TOTAL REVENUE (860+865+866+867)	870	6.832.543	6.473.908	6.473.908	105,5 %
	F) COST OF GOODS, MATERIALS, AND SERVICES (872+873+874)	871	1.864.714	1.794.678	1.794.678	103,9 %
part of 466	ORIGINAL COST OF MATERIALS AND GOODS SOLD	872	-	-	-	
460	COST OF MATERIALS	873	97.584	104.240	104.240	93,6 %
461	COST OF SERVICES	874	1.767.130	1.690.438	1.690.438	104,5 %
	G) LABOR COSTS (876+877+878)	875	3.921.813	3.698.672	3.698.672	106,0 %
part of 464	SALARIES AND WAGE COMPENSATIONS	876	3.115.331	2.928.015	2.928.015	106,4 %
part of 464	SOCIAL SECURITY CONTRIBUTIONS PAID BY THE EMPLOYER	877	547.942	509.305	509.305	107,6 %
part of 464	OTHER LABOR COSTS	878	258.540	261.352	261.352	98,9 %
462	H) DEPRECIATION AND AMORTIZATION	879	215.200	606.731	143.415	35,5 %

463	I) PROVISIONS	880	-	-	-	
465	J) OTHER COSTS	881	-	-	-	
467	K) FINANCIAL EXPENSES	882	173	137.776	137.776	0,1 %
468	L) OTHER EXPENSES	883	3.156	517.594	517.594	0,6 %
	M) REVALUATION OPERATING EXPENSES (885+886)	884	47.034	7.680	7.680	612,4 %
part of 469	EXPENSES FROM THE SALE OF OPERATING FIXED ASSETS	885	-	-	-	
part of 469	OTHER REVALUATION OPERATING EXPENSES	886	47.034	7.680	7.680	612,4 %
	N) TOTAL EXPENSES (871+875+879+880+881+882+883+884)	887	6.052.090	6.763.131	6.299.815	89,5 %
	O) SURPLUS (870-887)	888	780.453	-	174.093	
	P) DEFICIT (887-870)	889	-	289.223		0,0 %
part of 80	Corporate income tax	890	-	-		
part of 80	Surplus for the period after income tax (888-890)	891	780.453	-	174.093	
part of 80	Deficit for the period after income tax (889+890) oz. (890-888)	892	-	289.223		0,0 %
	Surplus from preceding years allocated to covering expenses from the accounting period	893	-	-	-	
	Average number of employees based on the hours worked in the accounting period (whole number)	894	91	89	89	102,2 %
	Months of operation	895	12	12	12	

The statement shows that the Agency recorded EUR 6,832,543 in revenue and EUR 6,052,090 in expenses between 1 January 2020 and 31 December 2020, which is a surplus of EUR 780,453. Notes regarding the changes in separate revenue and expense items that resulted in the deficit are presented below. The Agency shall put the surplus from 2020 towards lower tariffs for 2022 or in accordance with the decision from its founder.

TABLE 16: STATEMENT OF REVENUE AND EXPENSE BY FINANCING SOURCE FOR THE PERIOD FROM 1 JANUARY 2020 TO 31 DECEMBER 2020

Yearly expenditure by financing source	2020
from the provision of postal services	389.689
from fees for numbering resources	597.743
from notifications	1.503.435
from frequencies	2.786.622
from railway services	322.345
from media services	452.256
Total (ADP code=887)	6.052.090

When calculating the tariffs for 2022, the Agency shall take into account the balance of 2020.

3.2.1. REVENUE

The Agency generated EUR 6,832,543 in revenue in 2020, of which EUR 6,780,486 was operating revenue (99.2%), and EUR 52,057 was other revenue (0.8%).

OPERATING REVENUE

The Agency generates operating revenue by charging different fees used for covering the expenses incurred in carrying out different activities linked to the implementation of relevant laws, and the proportionate share of expenses of the Agency's common services. Operating revenue comprises:

- revenue based on notifications, charged based on ZEKom-1;
- revenue from fees for using radio frequencies, charged based on ZEKom-1 and the General Legal Act on the Method for Calculating Fees for Radio Frequency Usage;
- revenue from fees for using numbering

resources, charged based on ZEKom-1 and the General act on the method of calculating the charges for the use of numbering elements;

- revenue from postal service providers and the sale of stickers banning delivery of unaddressed mail to mailboxes, charged based on ZPSto-2 and the Rules on the Method for Calculating Fees for Providing Postal Services;
- revenue from railway service providers, charged based on the Railway Transport Act;
- revenue from fees based on television broadcasting licenses and/or entries in the official register (revenue from the media), charged based on ZAvMS and Rules on the Method of Calculating Fees Based on Television Broadcasting Licenses or Entry in the Official Register of On-Demand Audiovisual Media Services Providers.

Revenue is calculated by multiplying the number of points for a specific type of fees and the value

of that point i.e., the tariff, which is determined in the annual financial plan based on the planned structure and extent of expenses for that specific type of fee. When calculating the fees for 2020, the Agency applied the 2020 tariffs approved by the Government of the Republic of Slovenia in December 2019:

- tariff for annual fees charged based on notifications, with the value of one point set at EUR 2.27;
- tariff for annual fees for using numbering resources, with the value of one point set at EUR 1.28;
- tariff for annual fees for using radio frequencies, with the value of one point set at EUR 0.55;
- tariff for annual fees based on television broadcasting licenses or entry into the official register of on-demand audiovisual media service providers, with the value of one point set at EUR 0.90;
- tariff for annual fees for providing postal services, with the value of one point set at EUR 9.20;
- tariff setting the value of the point, and specifying the share of the charged usage charge for public railway infrastructure to be paid for the operations of the railway regulator at EUR 22.25 and 2.26%, respectively.

The Agency calculated the fees in 2020 by applying the economic premises from the 2020 financial plan, primarily applying the accrual principle, and planning the payments based on the cost of the Agency's operations.

TABLE 17: OPERATING REVENUE

	2019	2020
Prihodki iz naslova izvajanja poštних storitev	367.571	465.152
Prihodki iz naslova odmere plačila številok	624.311	746.913
Prihodki iz obvestil	1.382.505	2.289.671
Prihodki iz naslova frekvenc	2.805.089	2.324.985
Prihodki iz naslova železniških storitev	309.869	407.799
Prihodki iz naslova medijskih storitev	836.764	545.966
Prihodki iz naslova administrativnih stroškov javne dražbe	0	0
Prihodki iz naslova prodaje nalepk za prepoved dostavljanja v predalčnik	7.680	6.215
SKUPAJ PRIHODKI OD POSLOVANJA (Oznaka za AOP = 860)	6.333.790	6.786.701

Source: AKOS internal accounts

The presented structure reveals that the Agency generated the largest share of its operating revenue from fees for using radio frequencies (34.3%), and from fees based on notifications (33.7%), and the remaining part from fees for using the numbering resources (11.0%), media services (8.0%), postal services, including stickers banning the delivery of unaddressed mail to mailboxes (7.0%) and railway services (4.9%).

The Agency's operating revenue in 2020 increased by EUR 452,911, i.e., 7.2%, compared to the year before. Significant changes are primarily the result of:

- lower revenue from frequencies in the amount of EUR 480,104, i.e., by 17.1%, because of the lower value of the point, and because of lower revenue from frequencies due to the implementation of the Act Determining the Intervention Measures to Mitigate and Remedy the Consequences of the COVID-19 Epidemic, which partially exempted payment of regional and other television and radio stations for radio frequencies;
- a €907,166 or 65.6% increase in the revenue-based notifications, primarily due to

- the higher value of a point;
- a EUR 290,798, i.e., 34.8% decrease in the revenue from the provision of media services due to lower value of points;
- a EUR 97,930, i.e., 31.6% increase in the revenue from railways, primarily due to the higher tariff;
- a EUR 97,581, i.e., 26.5% increase in the revenue from the provision of postal services due to the higher tariff;
- a EUR 122,602, i.e., 19.6% increase in the revenue from numbering resources due to the higher tariff.

The planned revenue from the administrative costs for the public auction in the amount of EUR 775,000 was not generated in 2020.

FINANCIAL REVENUE

The Agency's financial income in 2020 amounted to EUR 1,412 (ADP code = 865) and comprised primarily statutory interest on overdue receivables. This is an EUR 825, i.e., 140.5% increase compared to 2019.

OTHER REVENUE AND REVALUATION OPERATING REVENUE

The Agency's other revenue in 2020 amounted to EUR 44,430 (ADP code = 866), and comprised mostly the Agency's participation in the CEF project Open crowdsourcing data, i.e., in participation in the project, performing and analysing the measurements from the billed expert opinion for the reimbursement for the obligation of providing the universal postal service from the compensation fund because of the unfair burden, and from reimbursed expenses for business trips to the EU. Compared to 2019, the value of other revenue decreased by EUR 95,101, i.e., 68.2%. The decrease is primarily the result of EU business trips being cancelled and consequently not being reimbursed.

3.2.2 EXPENSES

The Agency's total expenses in 2020 amounted to EUR 6,052,090, of which EUR 1,864,714 represented the cost of purchasing goods, materials and services (30.8% of total expenses), EUR 3,921,813 were labour cost (64.8% total expenses), EUR 47,034 revaluation expenses (0.8% total expenses), EUR 173 financial expenses (0.0% total expenses) and EUR 3,156 EUR other expenses (0.0% total expenses). Expenses also include the input VAT, as the Agency is not liable for VAT.

The Agency's expenses in 2020 decreased by EUR 711,041, i.e., by 10.5% compared to the year before. Changes are primarily the result of:

- a EUR 70,036, i.e., 3.9% increase in the cost of purchasing goods, materials and services, primarily due to an increased scope of costs for hiring external experts, compared to the year before;
- a EUR 223,141, i.e., 6.0% increase in labour costs, primarily due to higher cost of labour compared to 2019, because of the implemented human resources plan;
- increased revaluation expenses and other expenses for a total of EUR 39,354, i.e., 512.4%, for which there is a doubt to their recoverability because of illiquidity, start of bankruptcy or enforced settlement procedures of some debtors;
- lower amortisation and depreciation costs by EUR 391,531 (ADP code = 879), i.e., by 64.5% because of the change in policy for recognising amortisation and depreciation of intangible and fixed assets in 2020, as the amortisation cost is only the part of amortisation that was calculated in the tariff, while the remaining part of amortisation and depreciation is included in against Liabilities for intangible assets and fixed assets;

The costs of amortisation and depreciation because of the policy change (ADP code = 879) in the Statement of revenue and expense for the period from 1 January 2020 to 31 December 2020 in the column “comparable data from the past year” has decreased by EUR 463,316, compared to the previous year. Comparative data reflects the change in the accounting policy, as if it had been used in 2019.

- a EUR 137,603, i.e., 99.9% decrease in financial expenses after paying interest based on a court decision, which was a one-off event;
- a EUR 514,438, i.e., 99.4% decrease in other expenses due to reimbursing payments made based on decisions after paragraph 2 of Article 6 of ZEKom-1 was found unconstitutional, and was a one-off event.

LABOUR COST

The Agency's labour costs comprise the cost of salaries and compensations, and the associated social contributions paid by the employer, including expenses for the collective voluntary pension insurance for public servants, contributions for the disabled and accrued pension and disability insurance for older workers, meal, commuting, and holiday allowances, and other employee benefits, such as jubilee benefits, severance pay, bonuses, etc., for 91 public servants as on 31 December 2020. The Agency calculated the salaries and other income from employment relationships in accordance with the relevant laws and regulations, which determine the basis for salaries and performance bonuses, and in compliance with the Act Regulating Measures Relating to Salaries and Other Labour Costs in the Public Sector.

The Agency's labour costs rose by EUR 223,141, i.e., 6.0% in 2020 compared to the year before. The changes are primarily the result of increased costs of salaries and compensations, and associated social security contributions paid by the employer in accordance with the human resources plan.

COSTS OF GOODS, MATERIAL AND SERVICES

The costs of goods, materials, and services recorded by the Agency comprise the costs of purchasing office and general supplies and services (mostly costs of contractors), purchasing special supplies and services, purchasing energy, water, and utility and communication services, purchasing materials for regular maintenance, transportation costs and services, cost of business trips, operating rents and leases, and other operating expenses.



TABLE 18: COST OF GOODS, MATERIALS, AND SERVICES

CLASSIF. BY ACCOUNT	REVENUE AND EXPENDITURE ACCOUNT FOR SPECIFIC USERS	ADP code	2019	2020
			1	2
E)	COST OF GOODS, MATERIALS, AND SERVICES (872+873+874)	871	1.794.678	1.864.714
part of 466	ORIGINAL COST OF MATERIALS AND GOODS SOLD	872	-	-
460	COST OF MATERIALS	873	104.240	97.584
4600	Office and general supplies		97.629	80.397
4601	Special supplies		6.611	17.187
461	COST OF SERVICES	874	1.690.438	1.767.130
4610	Office and general services		485.830	921.418
4611	Special services		17.586	9.442
4612	Energy, water, utility services, communications		93.622	99.756
4613	Transportation costs and services		20.958	22.570
4614	Expenses for business trips		224.837	39.852
4615	Regular maintenance		527.778	402.746
4616	Operating rent and lease fees		88.328	87.485
4617	Other Operating Expenses		231.499	183.861

Source: AKOS internal accounts

The structure of these costs shows that the major part of these expenses was spent on office and general supplies and services (53.7%), while the remaining part comprises purchases of supplies and services for regular maintenance (21.7%), other operating expenses (9.9%), business trips (2.1%), purchases of energy, water, and utility and communication services (5.3%), operating leases and leases (4.7%), purchases of special supplies and services (1.4%), and transportation costs and services (1.2%).

COST OF OFFICE AND GENERAL SUPPLIES AND SERVICES

The major share of these costs comprises the cost of contracting experts for preparing studies, models, analyses, impact assessments, background papers, and cost of accounting, auditing and legal services, etc. for high-budget projects, such as:

- hiring external experts for consulting service in the Public tender with a public

– auction for the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz frequencies (ID = 501 Public tender with a public auction);

- preparing the cost model for relevant market 4 based on LRIC methodology (ID = 307 Pricing regulation);
- analysis of the methodologies for calculating tangible and non-tangible benefits in appointed universal postal service providers in the EU, and comparison with the Republic of Slovenia (ID = 108 State of the postal services market);
- calculating the WACC rate for providing the universal service as at 31 December 2019 (ID = 115 Regulation of separate accounting);
- market regulation and following regulatory activities in other EU members (access to databases about the measures put in place, and European Commission's commentaries) on the postal, media and

- telecommunications markets;
- analysis of permanent and variable costs in the cost model the obligated party (ID = Regulation of separate accounting);
 - conducting an internal audit on dispute resolution in electronic communications, and defining the options for improvements in the dispute resolution procedures (ID = bookkeeping, accounting and financial operations, and coordination of public orders);
 - analysis of indirect pressure of the cable operator (ID = 474 Market regulation);
 - review of the documentation from the public tender “Design, implementation and maintenance of the eAKOS information system, and preparing an independent expert opinion on said documentation” (ID = 497 Maintenance and upgrade of the ICT system and user support);
 - purchase of the tool for analysis of received data on television programming content, and for electronic measurements of the viewership of individual content and whole television programme, and the technical, expert and consultation support in using the software for data processing, the purchase of the study on behavioural patterns of monitoring TV programming in RS (ID = 267 TV and AVMS activity monitoring);
 - representation in national and foreign courts;
 - access to Slovenian radio stations’ recordings with analysing software, and data on broadcast music (ID = 270 RA activity monitoring);
 - the state in the electronic communications and postal services markets and a survey on consumer satisfaction with postal services after the closing down of contact points (ID = 108 State of the postal services market);
 - a comparative analysis of postal services providers’ prices and delivery periods in cross-border delivery of parcels (ID = 108 State of the postal services market);
 - a survey and an analysis of the demand of Slovenian end users for higher speeds of internet access and e-content (ID = 486 Analysis of retail and wholesale prices of broadband connections in RS);
 - maintenance, upgrades and design of the online GIS viewer (ID = 387 Mapping);
 - translations of the Agency’s texts, publications in the Official Gazette of RS, cleaning and secure for facilities, lobby service, documentation storage, installation of secure containers, transportation, secure disposal.

Compared to 2019 the cost in this group increased by EUR 418,356, i.e., 72.0%, which can be primarily attributed to the hiring external experts for the public tender with a public auction.

COST OF SPECIAL SUPPLIES AND SERVICES

Costs of special supplies and services comprise mostly the cost of media clippings and the STA information service, cost of purchasing professional literature, and the cost of small items, tools, and devices for maintenance (accumulators, cables, batteries, headphones, converters, personal safety equipment, filters etc.). Compared to 2019, the total amount of the group of expenses increased by 10%, i.e., by EUR 2,432

because of higher costs of the above material and services.

COSTS OF ENERGY, WATER, UTILITY SERVICES AND COMMUNICATIONS

The majority of these costs were utility costs (heating fuels and heating, water, utility services, etc.) for the offices and radio supervision and measurement stations, while other costs comprised fixed and mobile communication services, postal services, and insurance premiums for buildings, equipment, and vehicles. The total amount of this group of expenses increased by EUR 6,134, i.e., 6.6% compared to 2019. The

increase is the result of higher cost in separate categories of energy, water, utility services and communications cost.

TRANSPORTATION COST AND SERVICES

These costs comprise cost of fuel and lubricants for company vehicles (measurement and other vehicles), cost of their maintenance, registration fees, and other transportation costs. This is a EUR 1,612, i.e., 7.7% increase compared to 2019, resulting primarily from the higher cost of maintaining the Agency's vehicle fleet.

COSTS OF BUSINESS TRIPS

The cost of business trips primarily comprises the costs of purchasing airline tickets, as well as other costs of transport in Slovenia and abroad, accommodation costs, per diems for business trips in Slovenia and abroad, and any other costs related to business trips. When calculating employee reimbursements, the Agency complied with the Decree on the Reimbursement of Costs for Traveling Abroad on Official Mission, and the collective agreement for the public sector. Compared to 2019, the amount of these expenses decreased by EUR 184,985, i.e., by 82.3% because of the prohibition of regular air traffic in the first half of 2020, and limited air traffic and limitations to business trips also in the second half of the year because of the measurements for stopping the COVID-19 epidemic.

REGULAR MAINTENANCE COSTS

The major share of these costs are costs of managing and maintaining the offices and equipment at Stegne 7, regular maintenance of communication equipment and computers, and maintenance of the radio supervision and measurement system (buildings, equipment and devices). Compared to 2019, regular maintenance costs decreased by EUR 125,032, i.e., 23.7% compared to 2019, mainly due to lower cost of communication equipment and computer maintenance.

TABLE 19: REGULAR MAINTENANCE COST

Task ID	value in EUR	type of maintenance
171 RMMS maintenance	52.605	Regular software maintenance and maintenance and upgrades to the radio monitoring and measurement system
267 TV and AVMS activity - monitoring	9.699	Regular maintenance of the software for monitoring TV programming content
273 Infrastructure costs	113.361	The majority share of the maintenance expenses are costs related to the management, maintenance and insurance of the office building at Stegne 7
481 Administrative procedures with SURS	19.803	ATDI software maintenance
497 Maintenance and upgrade of the ICT system and user support	182.285	The majority share of the expenses are costs of software maintenance, network device maintenance, annual fees, ensuring support and maintenance of the virtual server environment and the archiving systems
302 Monitoring QoS BB	9.883	upgrades to the AKOS Test Net platform
total	387.636	96.2 % maintenance costs

RENT AND OPERATING LEASE COST

These costs mostly comprise rents for offices and conference rooms, rents for land on which radio supervision and measurement stations are located, charges for the use of building land, and duties from fees paid to external contractors and attendance fees chargeable to the employer. This is a EUR 843, i.e., 1.0% decrease compared to 2019.

OTHER OPERATING EXPENSES

The majority of costs in this group comprises the cost of expert and general educational and training courses, the costs of monthly bonuses including benefits and travel expenses for the members of councils (the Agency Council, Electronic Communications Council, and Broadcasting Council), and cost of membership fees for international and Slovenian organizations. Compared to 2019, other operating expenses decreased by EUR 47,638, i.e., 20.6%, primarily due to limitations of educational activities related to the interventions for limiting the spread of the COVID-19 epidemic. Most educational activities were performed online.

3.2.3. REALIZATION OF THE FINANCIAL PLAN ON THE ACCRUAL BASIS

In contrast to the plans compiled earlier than in 2017, the Agency's Financial Plan for 2020 was primarily drawn up on accrual basis, and comprises all planned revenue and expenses (cost) based on the time or period when the business event occurred. The unspent (accumulated) depreciation and amortization of fixed assets, procured after 1 January 2017, is thus also recorded as a source of investments in new fixed assets, in addition to the surplus from the preceding years.

The Agency worked towards realizing the planned activities and financial targets from its

operating and financial plans for 2020 in the areas it regulates, however its financial operations were affected by certain new facts and circumstances, as well as unforeseen measures affecting both revenue and expenses. The Agency generated 87.0% of the planned revenue, while the discrepancy between the plan and realization was higher when it comes to expenditure, with spending amounting to 79.9% of the plan.

The incomplete realisation of the Agency's revenues is especially the result of the delay of the public auction for awarding the frequencies in the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz bands, which was first conditioned with the approval of the Radio frequency spectrum management strategy, which was also the reason for not holding the public tender in 2019 and 2020. In April 2020 the Agency received new strategic guidelines from the relevant ministry, and based on these actively approached preparing the public tender and holding the public auction. Consequently, the Agency has lower total revenue from regular operations, namely not billed revenue from administrative costs of the auction, and lower revenue from not awarding frequencies, which were additionally impacted by the Act Determining the Intervention Measures to Mitigate and Remedy the Consequences of the COVID-19 Epidemic in the amount of EUR 106,309, as it exempted regional and other television and radio stations from a part of the fee for using radio frequencies.

Discrepancies in expenses were especially the result of:

- the Agency being unable to realise the scope of new employment in line with the human resources plan, which is the result of the Agency's uncompetitive salary policy and its limitations in rewarding policy compared to the private sector, as well as the

- lack of appropriate human resources with specific knowledge and experience from the fields regulated and supervised by the Agency;
- delay in implementing individual tasks, planned for 2021 because of new strategic guidelines for holding the public auction for awarding the frequencies in the 700 MHz+ band;
- lower scope of the costs of services than planned due to obtaining better offers for services and consequent savings;
- lower scope of realised individual tasks than planned, and the resulting lower incurred cost, due to the lack of supply for certain specialized services related to training and education;
- no or lower demand for certain services, e.g., representation in legal disputes against Italian radio stations and representation in court (administrative disputes, legal procedures), maintenance and upgrade to the economic repeatability model and help in performing the test based on regulatory decisions, handover and transportation of documentary materials, etc.;
- measures for limiting the COVID-19 epidemic that stopped most business trips, as well as holding and attending planned conferences, seminars and trainings;
- policy changes in recognising amortisation and depreciation.

TABLE 20: STATEMENT OF REVENUE AND EXPENSE FOR THE PERIOD FROM 1 JANUARY TO 31 DECEMBER 2020

Classifying subgroups of accounts	Account subgroup title	Label for ADP	Amount			2020 FP	Index current year/2020 FP
			Current year	Previous year	Comparative year		
1	2	3	4	5	6	7	8=4/6
	A) OPERATING REVENUE (861+862-863+864)	860	6.786.701	6.333.790	6.333.790	7.777.737	87,3
760	REVENUE FROM THE SALE OF PRODUCTS AND SERVICES	861	6.780.486	6.326.110	6.326.110	7.771.662	87,2
	INCREASE IN THE VALUE OF INVENTORIES AND WORK IN PROGRESS	862	-	-	-	-	-
	DECREASE IN THE VALUE OF INVENTORIES AND WORK IN PROGRESS	863	-	-	-	-	-
761	REVENUE FROM THE SALE OF GOODS AND MATERIALS	864	6.215	7.680	7.680	6.075	102,3
762	B) FINANCIAL INCOME	865	1.412	587	587	3.000	47,1
763	C) OTHER REVENUE	866	44.430	139.531	139.531	64.895	68,5
	D) REVALUATION OPERATING REVENUE (868+869)	867	-	-	-	6.500	-
part of 764	REVENUE FROM THE SALE OF OPERATING FIXED ASSETS	868	-	-	-	6.500	-
part of 764	OTHER REVALUATION OPERATING REVENUE	869	-	-	-	-	-

	E) TOTAL REVENUE (860+865+866+867)	870	6.832.543	6.473.908	6.473.908	7.852.132	87,0
	F) COST OF GOODS, MATERIALS, AND SERVICES (872+873+874)	871	1.864.714	1.794.678	1.794.678	2.571.844	72,5
part of 466	ORIGINAL COST OF MATERIALS AND GOODS SOLD	872	-	-	-	-	-
460	COST OF MATERIALS	873	97.584	104.240	104.240	112.091	87,1
461	COST OF SERVICES	874	1.767.130	1.690.438	1.690.438	2.459.753	71,8
	G) LABOR COSTS (876+877+878)	875	3.921.813	3.698.672	3.698.672	4.328.278	90,6
part of 464	SALARIES AND WAGE COMPENSATIONS	876	3.115.331	2.928.015	2.928.015	3.406.186	91,5
part of 464	SOCIAL SECURITY CONTRIBUTIONS PAID BY THE EMPLOYER	877	547.942	509.305	509.305	548.397	99,9
part of 464	OTHER LABOR COSTS	878	258.540	261.352	261.352	373.695	69,2
462	H) DEPRECIATION AND AMORTIZATION	879	215.200	606.731	143.415	665.778	32,3
463	I) PROVISIONS	880	-	-	-	-	-
465	J) OTHER COSTS	881	-	-	-	-	-
467	K) FINANCIAL EXPENSES	882	173	137.776	137.776	3.000	5,8
468	L) OTHER EXPENSES	883	3.156	517.594	517.594	-	-
	M) REVALUATION OPERATING EXPENSES (885+886)	884	47.034	7.680	7.680	10.000	470,3
part of 469	EXPENSES FROM THE SALE OF OPERATING FIXED ASSETS	885	-	-	-	-	-
part of 469	OTHER REVALUATION OPERATING EXPENSES	886	47.034	7.680	7.680	10.000	470,3
	N) TOTAL EXPENSES (871+875+879+880+881+882 +883+884)	887	6.052.090	6.763.131	6.299.815	7.578.900	79,9
	O) SURPLUS (870-887)	888	780.453	-	174.093	273.231	-
	P) DEFICIT (887-870)	889	-	289.223	-	-	-
part of 80	Corporate income tax	890	-	-	-	-	-
part of 80	Surplus for the period after income tax (888-890)	891	780.453	-	174.093	273.231	-
part of 80	Deficit for the period after income tax (889+890) oz. (890-888)	892	-	289.223	-	-	-
	Surplus from preceding years allocated to covering expenses from the accounting period	893	-	-	-	-	-
	Average number of employees based on the hours worked in the accounting period (whole number)	894	91	89	89	101	90,1

REVENUE

In 2020 the Agency generated a total of EUR 6,832,543 in revenue. The Agency generated EUR 1,019,589, i.e., 13.0% less in total revenue than originally planned, with the operating revenue coming at EUR 991,036, i.e., 12.7% below the plan, and other revenue at EUR 28,553, i.e., 31.5% below the plan, with the biggest discrepancies in the following categories:

- EUR 775,000, i.e., 10.0% lower revenue (than planned) because of the delay to the public auction, and consequently not charging for the administrative costs of the auction;
- EUR 274,315, i.e., 10.6% lower revenue (than planned) from frequencies, especially because the Radio frequency spectrum management strategy was not approved and the resulting delay in holding the public auction for frequencies in the 700 MHz, 1500 MHz, 2100 MHz, 2300 MHz, 3600 MHz and 26 GHz bands was not held, and therefore said frequencies were not awarded, as well as because of the adopted Act Determining the Intervention Measures to Mitigate and Remedy the Consequences of the COVID-19 Epidemic, which in Article 102 waived the fees for RTV signal and RTV Slovenia programming, as well as waived a part of the fees for using radio frequencies for regional and other television and radio stations;
- EUR 59,487, i.e., 7.4% lower revenue (than planned) from the utilisation of the numbering space, especially because a lot of numbering elements were returned;
- EUR 105,731, i.e., 4.8% higher revenue (than planned) from payments based on notifications, especially because of a higher number of allocated points;
- EUR 12,096, i.e., 2.3% higher revenue (than planned) from issuing decisions on defining payments based on licenses for performing television activities or entry into the official record because of achieving a higher number of points;
- EUR 28,553, i.e., 31.5% lower other revenue (than planned), especially from received EU funds for reimbursements of travel expenses for EU meetings, as the healthcare situation and imposed measures for limiting the COVID-19 epidemic made it impossible to realise all the planned business trips.

Other categories of revenue from the sale of goods and services as part of providing public services and other revenue did not significantly change compared to the year before.

TABLE 21: COMPARISON OF REALIZED AND PLANNED OPERATING REVENUE ON ACCRUAL BASIS

	2020	2020 FP	Index 2018/2018 FP
Revenue from the provision of postal services	465.152	465.152	100,0
Revenue from fees for numbering resources	746.913	806.400	92,6
Revenue based on notifications	2.289.671	2.183.940	104,8
Revenue from frequencies	2.324.985	2.599.300	89,4
Revenue from railways	407.799	408.000	100,0
Revenue from media services	545.966	533.870	102,3
Revenue from the public auction administrative costs	0	775.000	0,0
Revenue from sale of stickers banning the delivery of unaddressed mail to the mailbox	6.215	6.075	102,3
TOTAL OPERATING REVENUE (ADP code = 860)	6.786.701	7.777.737	87,3

EXPENSES

The Agency's expenses in 2020 amounted to EUR 6,052,090, which is EUR 1,526,810, i.e., 20,1% below the financial plan, especially in the following three categories of expenses:

WAGES AND SALARIES

The Agency's labour costs were EUR 406,465, i.e., 9.4% lower than planned (ADP codes = 876 + 877 + 878), primarily due to the lower amount of salaries, compensations, associated social security contributions and other labour cost (reimbursements, holiday and other allowances), due to only partially realized hiring plan, and not replacing the 5 employees who left the Agency (retirement and employment contract termination).

The Agency would like to point to the failure to fully realize the 2020 hiring plan as the main reason for expenses in this category remaining below the planned amounts. The Agency employed 93 people out of the planned 101 at the end of 2020 (91 throughout the period based on man hours), with one employee working half time based on the decision of the Pension and Disability Insurance Institute of Slovenia. In 2020 the Agency managed to employ another person

for this position with half-time employment (20 hours per week), so that this position is now occupied. Unused funds, planned for salaries and wages and accompanying employer social security contributions are mostly the result of the Agency's uncompetitive salaries compared to the private sector and the limitations in the rewarding policy, which are the result of the legal frameworks of the public sector, as well as the lack of appropriate human resources with specific knowledge and experience from the fields regulated and supervised by the Agency.

COSTS OF GOODS, MATERIALS, AND SERVICES

The Agency's expenses for goods and services were EUR 707,130, i.e., 27.5% below the plan (ADP code = 871), primarily due to EUR 692,623, i.e., 28.2% lower cost of office and general supplies and services in this category (ADP code = 874), mainly because of fewer business trips and attendance at conferences, seminars, and trainings, which mostly the result of the healthcare situation and the measures to halt the spread of the COVID-19 epidemic, as well as not performing or only partially performing certain tasks and projects.

TABLE 22: COMPARISON OF REALIZED AND PLANNED COST OF GOODS, MATERIALS AND SERVICES (ACCRUAL PRINCIPLE)

ČLENITEV KONTOV	IZKAZ PRIHODKOV IN ODHODKOV-DOLOČENI UPORABNIKI	Oznaka za AOP	2020	FN 2020	INDEKS 2020/FN 2020
			1	2	3=1/2
	E) STROŠKI BLAGA, MATERIALA IN STORITEV (872+873+874)	871	1.864.714	2.571.844	72,5
del 466	NABAVNA VREDNOST PRODANEGA MATERIALA IN BLAGA	872	-	-	
460	STROŠKI MATERIALA	873	97.584	112.091	87,1
4600	Pisarniški in splošni material		80.397	96.311	83,5
4601	Posebni material		17.187	15.780	108,9
461	STROŠKI STORITEV	874	1.767.130	2.459.753	71,8
4610	Pisarniške in splošne storitve		921.418	1.063.548	86,6
4611	Posebne storitve		9.442	12.100	78,0
4612	Energija, voda, komunalne storitve, komunikacije		99.756	123.835	80,6
4613	Prevozni stroški in storitve		22.570	30.770	73,4
4614	Izdatki za službena potovanja		39.852	380.373	10,5
4615	Tekoče vzdrževanje		402.746	431.060	93,4
4616	Najemnine in zakupnine (leasing)		87.485	105.590	82,9
4617	Drugi operativni odhodki		183.861	312.477	58,8

In relation to unrealized expenses for office and general supplies and services in the total amount of EUR 158,044, i.e., 13.6% of the plan (groups of accounts no. 4600/4610), the Agency would like to highlight:

- higher use of funds from the project for the Public tender with public auction, because in April 2020 the Agency received from new strategic guidelines for radio frequency spectrum management from the relevant ministry, which no longer condition holding the public auction for mobile frequencies by approving the Strategy, which was the reason for delaying the public tender in 2019 and 2020;
- unused funds for the payment of costs especially because of the lower scope of legal procedures, which was partially the result of the COVID-19 epidemic, as numerous

legal procedures were postponed during this period;

- obtained better offers for some tasks;
- in the procedure of the public tender for storing documentation materials the existing provider was selected, and costs of switching providers were not needed;
- lower energy use and less demand for office material and lower costs of security;
- no demand for maintenance, with the upgraded model by the external contractor;
- some expert tasks were postponed to 2021;
- no demand for legal opinions or consulting in resolving complex legal questions;
- unused funds for limiting measures for halting the COVID-19 epidemic.

In addition to the lower cost of office and gen-

eral supplies and services, expenses for goods and services were also different than planned, due to:

- EUR 1,251, i.e., 4.5% lower cost of special materials and services (ADP codes = 874 and 874),
- EUR 24,079, i.e., 19.4% lower cost of energy, water, utilities and communications (ADP code = 874), especially because of the lower expenses for heating and partially also because of lower costs of mail and courier service;
- EUR 8,200, i.e., 26.6% lower cost of transport and services (ADP code = 874), primarily due to savings from the maintenance and repair of the vehicle fleet, as the Agency updated its car fleet with three new vehicles in 2020, and partially also because of lower gasoline use during the COVID-19 epidemic;
- EUR 340,521, i.e., 89.5% lower cost of business trips (ADP code 874). Most business trips are done in the spring (March, April and May) and autumn (September, October and November), when the strictest limitation interventions for halting the COVID-19 epidemic were in force. Urgent business meetings were held over video conferences, and some business trips were postponed to the following year, or cancelled. The net cost of business trips was reduced by the amount of reimbursed costs, which the Agency recorded under revenue, and which amounted to EUR 12,816 in 2020;
- EUR 28,314, i.e., 6.6% lower cost of regular maintenance (ADP code 874), especially because of lower demand for essential maintenance work and portal upgrades;
- EUR 18,105, i.e., 17.1% lower cost of rents and leases (ADP code 874). Most planned resources were going towards organising an international conference, a consultation

and workshops, which were not possible because of the limitation measures for halting the COVID-19 epidemic;

- EUR 128,616, i.e., 41.2% lower other operating expenses (ADP code = 874), primarily because of lower costs of attendance fees, professional seminars and training, and the smaller extent of work provided by students. During the COVID-19 epidemic strict limitation measures were adopted, and therefore some conferences, seminars and trainings were held over video conferences, and some were postponed to the following year, or cancelled. Lower costs are also partially the result of the unsuccessful public tender for holding joint professional trainings (lack of suitable specialised offer on the market), with the Agency only holding three of the six planned.

DEPRECIATION AND AMORTIZATION

Because of the changes to the accounting policy of recognising amortisation and depreciation in 2020, the Agency only recognised the amortisation and depreciation it calculated into the tariff, in the amount of EUR 215,200 (ADP code = 879), while the majority of amortisation and depreciation was included against Liabilities for intangible assets and fixed assets. Because of the above the Agency only realised 32.3% of the planned amount of the amortisation and depreciation cost.

REVALUATION OPERATING EXPENSES

In 2020 the Agency created EUR 47,034 expenses from revaluation operating expenses (ADP code = 884), i.e., 370.3% above plans, as the Agency formed corrections for values of claims for all unpaid, unimpaired claims for which there is reasonable doubt that they will be repaid (compulsory settlement, launch of bankruptcy proceedings).

4 OTHER DISCLOSURES

In relation to the lawsuit from A1 Slovenija telekomunikacijske storitve, d.d. (hereinafter: A1 Slovenija, d.d.), against the Agency and the Republic of Slovenia, in which it demands payment in the amount of EUR 3,309,051.21, plus statutory interest accruing from 24 May 2018, and the payment of cost of the proceedings plus the statutory interest. The reason for the lawsuit states that areas were determined incorrectly, leading to incorrect determination of locations at public tender with the public auction for awarding radio frequencies, which was announced in the Official Gazette of RS no 114/13 of 31 December 2013. The court of first instance ruled on 24 September 2020 to reject the lawsuit. The court's decision has not come into force, as A1 Slovenija, d.d., has filed an appeal. Because the proceedings at the court of second instance are still at their initial stage (the lawsuit was lodged towards the end of 2020), it is impossible to estimate potential liabilities. In this phase it is also impossible to predict which party is more likely to succeed. The Agency and the Republic of Slovenia are being sued jointly, which means that in the event of winning, A1 Slovenija, d.d., may claim the awarded damages from either of the parties. The Agency did not make any provisions in the form of long-term accrued cost or expenses based on Article 18 of the Accounting Act.

Ljubljana, 8 April 2021

No.: 450-12/2021/4

Tanja Muha, MSc.

Direktor



XVI AUDITOR'S REPORT



POROČILO NEODVISNEGA REVIZORJA

Poslovodstvu

AGENCIJE ZA KOMUNIKACIJSKA OMREŽJA IN STORITVE REPUBLIKE SLOVENIJE

Stegne 7

Ljubljana

Mnenje

Revidirali smo računovodske izkaze Agencije za komunikacijska omrežja in storitve Republike Slovenije, ki vključujejo bilanco stanja na dan 31. decembra 2020, izkaz prihodkov in odhodkov za tedaj končano leto ter povzetek bistvenih računovodskih usmeritev in druge pojasnjevalne informacije.

Po našem mnenju priložena računovodska izkaza v vseh pomembnih pogledih pošteno predstavljata finančni položaj Agencije za komunikacijska omrežja in storitve Republike Slovenije (v nadaljevanju Agencija) na dan 31. decembra 2020 ter razliko med prihodki in odhodki za tedaj končano leto v skladu z Zakonom o računovodstvu in z njim povezanimi podzakonskimi predpisi.

Podlaga za mnenje

Revizijo smo opravili v skladu z Mednarodnimi standardi revidiranja (MSR). Naša odgovornost na podlagi teh standardov je opisana v poročilu v odstavku Revizorjeva odgovornost za revizijo računovodskih izkazov. V skladu s Kodeksom etike za računovodske strokovnjake, ki ga je izdal Odbor za mednarodne standarde etike za računovodske strokovnjake, z etičnimi zahtevami, ki se nanašajo na revizijo računovodskih izkazov, potrjujemo, da smo neodvisni od revidirane Agencije v Sloveniji in da smo izpolnili vse druge etične zahteve v skladu s temi zahtevami in Kodeksom IESBA.

Verjamemo, da so pridobljeni revizijski dokazi zadostna in ustrezna podlaga za naše mnenje.

Druge informacije

Za druge informacije je odgovorno poslovodstvo. Druge informacije obsegajo poslovno poročilo, ki je sestavni del letnega poročila Agencije, vendar ne vključujejo računovodskih izkazov in našega revizorjevega poročila o njih.

Naše mnenje o računovodskih izkazih se ne nanaša na druge informacije in o njih ne izražamo nobene oblike zagotovila.

V povezavi z opravljeno revizijo računovodskih izkazov je naša odgovornost prebrati druge informacije in pri tem presoditi ali so druge informacije pomembno neskladne z računovodskimi izkazi, zakonskimi zahtevami ali našim poznavanjem, pridobljenim pri revidiranju, ali se kako drugače kažejo kot pomembno napačne. Če na podlagi opravljenega dela zaključimo, da obstaja pomembno napačna navedba drugih informacij, moramo o takih okoliščinah poročati. V zvezi s tem ni nič takega, o čemer bi morali poročati. V zvezi s tem na podlagi opisanih postopkov poročamo, da:

- so druge informacije v vseh pomembnih pogledih usklajene z revidiranimi računovodskimi izkazi;
- so druge informacije pripravljene v skladu z veljavnimi zakoni in predpisi; ter
- na podlagi poznavanja in razumevanja Agencije in njenega okolja, ki smo ga pridobili med revizijo, v zvezi z drugimi informacijami nismo ugotovili bistveno napačnih navedb.



Odgovornost posloводства

Posloводство je odgovorno za pripravo in pošteno predstavitev teh računovodskih izkazov v skladu z Zakonom o računovodstvu in z njim povezanimi podzakonskimi predpisi in za tako notranje kontroliranje, kot je v skladu z odločitvijo posloводства potrebno, da omogoči pripravo računovodskih izkazov, ki ne vsebujejo pomembno napačne navedbe zaradi prevare ali napake.

Posloводство je pri pripravi računovodskih izkazov agencije odgovorno za oceno njene sposobnosti, da nadejuje kot delujoče podjetje, razkritje zadev, povezanih z delujočim podjetjem in uporabo predpostavke delujočega podjetja kot podlago za računovodenja, razen če namerava posloводство agencijo likvidirati ali zaustaviti poslovanje, ali če nima druge možnosti, kot da napravi eno ali drugo.

Svet Agencije je odgovoren za nadzor nad pripravo računovodskih izkazov in za potrđitev revidiranega letnega poročila.

Revizorjeva odgovornost za revizijo računovodskih izkazov

Naši cilji so pridobiti sprejemljivo zagotovilo o tem ali so računovodski izkazi kot celota brez pomembno napačne navedbe zaradi prevare ali napake, in izdati revizorjevo poročilo, ki vključuje naše mnenje. Sprejemljivo zagotovilo je visoka stopnja zagotovila, vendar ni jamstvo, da bo revizija, opravljena v skladu z MSR, vedno odkrila pomembno napačno navedbo, če ta obstaja. Napačne navedbe, lahko izhajajo iz prevare ali napake, ter se smatrajo za pomembne, če je upravičeno pričakovati, da posamič ali skupaj, vplivajo na gospodarske odločitve uporabnikov, sprejete na podlagi teh računovodskih izkazov.

Med izvajanjem revidiranja v skladu s pravili revidiranja uporabljamo strokovno presojo in ohranjamo poklicno nezaupljivost. Prav tako:

- prepoznamo in ocenimo tveganja pomembno napačne navedbe v računovodskih izkazih, bodisi zaradi napake ali prevare, oblikujemo in izvajamo revizijske postopke kot odzive na ocenjena tveganja ter pridobivamo zadostne in ustrezne revizijske dokaze, ki zagotavljajo podlago za naše mnenje. Tveganje, da ne bomo odkrili napačne navedbe, ki izvira iz prevare, je višje od tistega, povezanega z napako, saj prevara lahko vključuje skrivne dogovore, ponarejanje, namerno opustitev, napačno razlago ali izogibanje notranjih kontrol;
- opravimo postopke preverjanja in razumevanja notranjih kontrol, pomembnih za revizijo z namenom oblikovanja revizijskih postopkov, ki so okoliščinam primerni, vendar ne z namenom izraziti mnenja o učinkovitosti notranjih kontrol agencije;
- presodimo ustreznost uporabljenih računovodskih usmeritev in sprejemljivost računovodskih ocen ter z njimi povezanih razkritij posloводства;
- na podlagi pridobljenih revizijskih dokazov o obstoju pomembne negotovosti glede dogodkov ali okoliščin, ki zbujejo dvom v sposobnost organizacije, da nadejuje kot delujoče podjetje, sprejmemo sklep o ustreznosti poslovske uporabe predpostavke delujočega podjetja, kot podlage računovodenja. Če sprejmemo sklep o obstoju pomembne negotovosti, smo dolžni v revizorjevem poročilu opozoriti na ustrezna razkritja v računovodskih izkazih ali, če so taka razkritja neustrezna, prilagoditi mnenje. Revizorjevi sklepi temeljijo na revizijskih dokazih pridobljenih do datuma izdaje revizorjevega poročila. Vendar kasnejši dogodki ali okoliščine lahko povzročijo prenehanje organizacije kot delujočega podjetja;



- ovrednotimo splošno predstavitev, strukturo, vsebino računovodskih izkazov vključno z razkritji, in ali računovodski izkazi predstavljajo zadevne posle in dogodke na način, da je dosežena poštena predstavitev;
- poslovodstvo med drugim obveščamo o načrtovanem obsegu in času revidiranja in pomembnih revizijskih ugotovitvah vključno s pomanjkljivostmi notranjih kontrol, ki smo jih zaznali med našo revizijo.

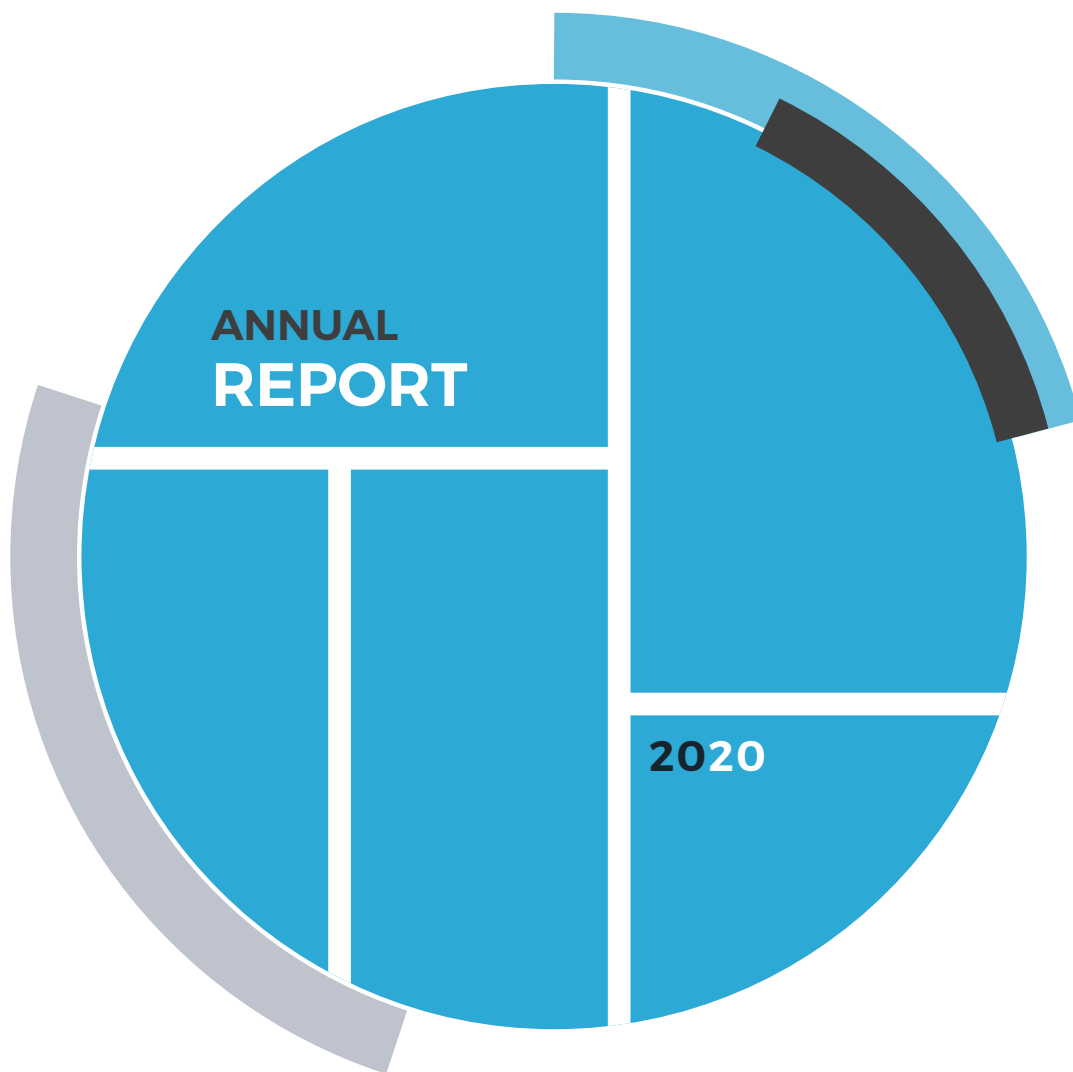
Ljubljana, 14. april 2021

Audit-i.n.g., revizijske storitve, d.o.o.
Ukmarjeva ulica 6
1000 Ljubljana



Božidar Jurglič,
pooblaščen revizor

A handwritten signature in blue ink, appearing to read "Božidar Jurglič", is written over the printed name and title.



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