

QUALITY POLICY

The Agency for Electronic Communications **promotes competition** in the provision of public electronic communications networks, services and associated facilities, thereby **contributing to the development of the Single European Market**, promoting the **interests of end-users**, and applying the regulatory principles of objectivity, transparency, non-discrimination and proportionality.

The Agency for Electronic Communications **protects the interests of end-users** by ensuring the provision of **high-quality, reliable and accessible electronic communications services at market-based and competitive prices**.

The Agency for Electronic Communications strives to **enhance user satisfaction** by **establishing a fast, efficient, transparent and user-oriented system with simplified procedures for the exercise of their rights**.

The Agency for Electronic Communications is committed to the **continuous advancement of communications technologies**, including broadband networks and 5G, while continuously **monitoring and adopting European and global trends in the field of electronic communications**.

The Agency for Electronic Communications **manages the radio-frequency spectrum**, thereby **ensuring its efficient and uninterrupted use**.

The Agency for Electronic Communications develops **partnership relations with operators and other interested parties** with a view to ensuring **transparent and effective regulation of the electronic communications market**.

The Agency for Electronic Communications strives to develop and implement a **systems and process-based approach to its operations**, based on risk management, with the aim of ensuring **the provision of high-quality electronic communications services**.

The Agency for Electronic Communications carries out the **identification, planning, implementation, monitoring and control, as well as the continual improvement, of all processes** that affect the quality of its services.

The Agency for Electronic Communications strives to maintain a **team of highly qualified, competent and motivated personnel**.

The Agency for Electronic Communications ensures the **supervision, coordination and response to security incidents**, as well as **the identification of risks and threats affecting essential and important entities and entities operating critical infrastructure in the country**.

The Agency for Electronic Communications is committed to complying with the applicable requirements of the **international standards ISO 9001:2015, ISO 45001:2018 and ISO 14001:2015**, and to the **continual improvement of its Integrated Management System**, with the aim of providing high-quality services, protecting the health and safety of employees, and minimising its impact on the environment.

The Quality Policy is appropriate to the purpose and context of the Agency for Electronic Communications and provides a framework for establishing quality objectives.

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Director
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