



**APEK**

Post and Electronic Communications  
Agency of the Republic of Slovenia

# Consumer protection Transparency and net neutrality

mag. Miha Krišelj

Post and Electronic Communications Agency of the  
Republic of Slovenia

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- **To enable end-users to become familiar and to be able to follow the offers of different operators in a user's particular geographic region**
- **To offer a tool for operators to form their competitive pricing policy**



APEK

## Categories of the web portal

- Roaming
- National & international calls for fixed and mobile
- Broadband internet access
- My choice (to compare the chosen offers)



- **March 2006 - project team established**

- Definition of the data to be collected
- The functionality of the portal
- Outsourcing of the team which has the following tasks:
  - To create a data base
  - To create an input form to allow operators to input their data
  - Statistics of the data base and saving the old data
  - The Agency should have the option to add, remove or change the data from the operator inputs



- **17.12.2007 the portal became available to the public**
- **Initial problems..**
  - Some operators share the opinion that APEK was burdening them with additional, unnecessary work (the lack of staff, uncompetitive prices...)
  - APEK decided to offer a direct way of refreshing the database from the operators.
  - End of 2008 only one operator did not provide the necessary data



- **The duty of operator is to regularly provide data on the offer - APEK reminding them if they not.**
- **In the beginning some data were not in accordance with with the actual operators offer**
  - Control over data was handed over to outside company
  - They call the operators and take care of the data updating
  - They answer to the user questions
  - Daily check of the operator's web sites automatically (indicating if there is a change from previous day)
  - Despite that some data can be inaccurate due to the ongoing checking of the availability on particular geographical region



- **Under national calls:**

- User can see the called party's chosen operator as well as the price of individual call, SMS and other services

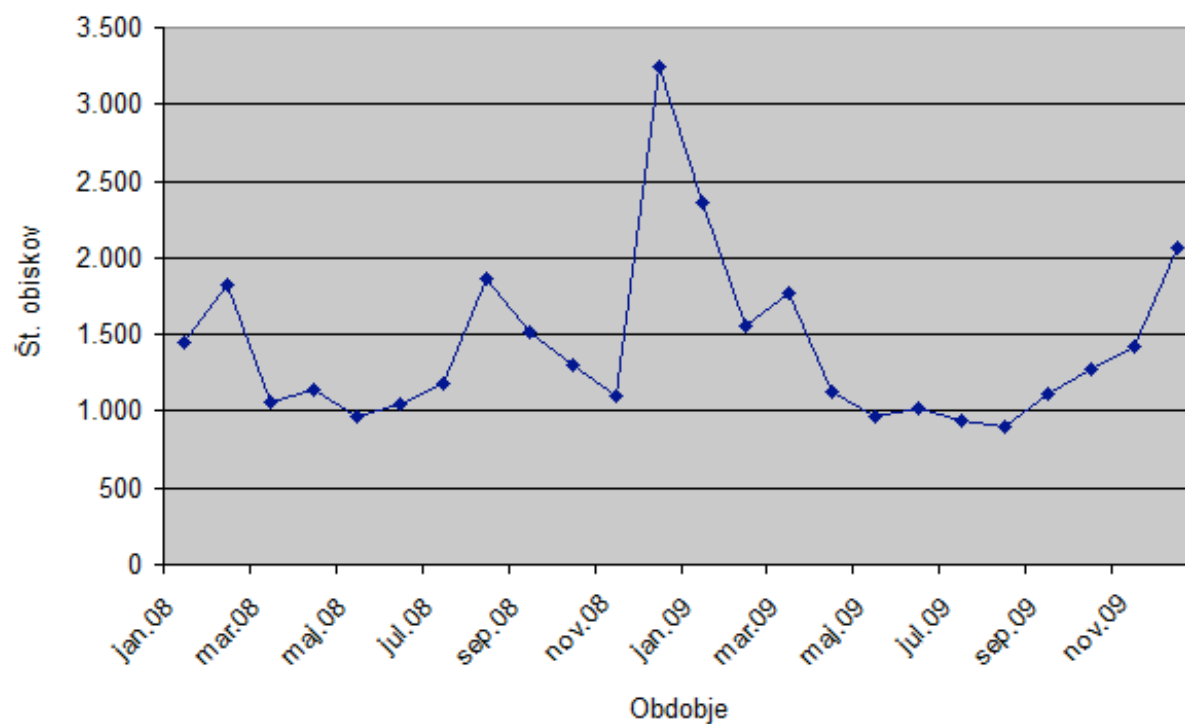
- **Calculator**

- **User forum**

- **To operate the portal by inhouse IT dept.**



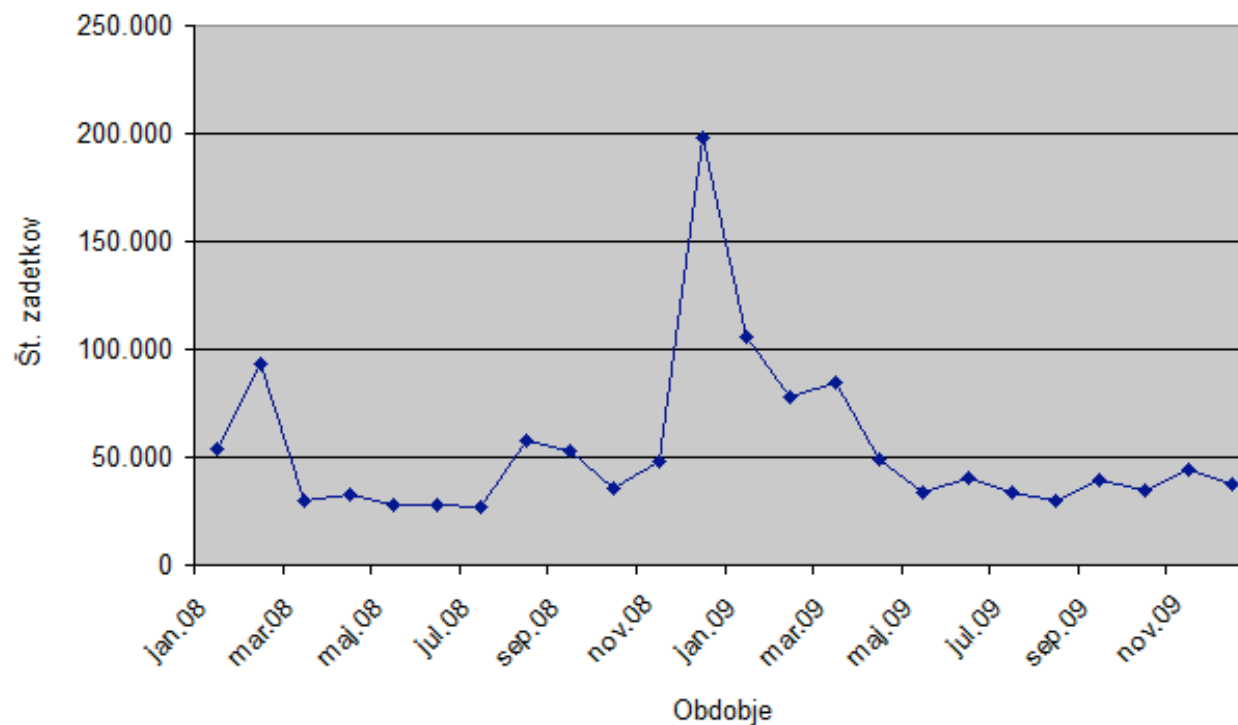
### Number of searches based on service (number of searches in a certain period)



Obiski – zabeležen je vsak prvi obisk oziroma prihod na stran portala na strežniku. Prvi obisk predstavljajo zaporedna poizvedovanja v okviru določene časovne seje.

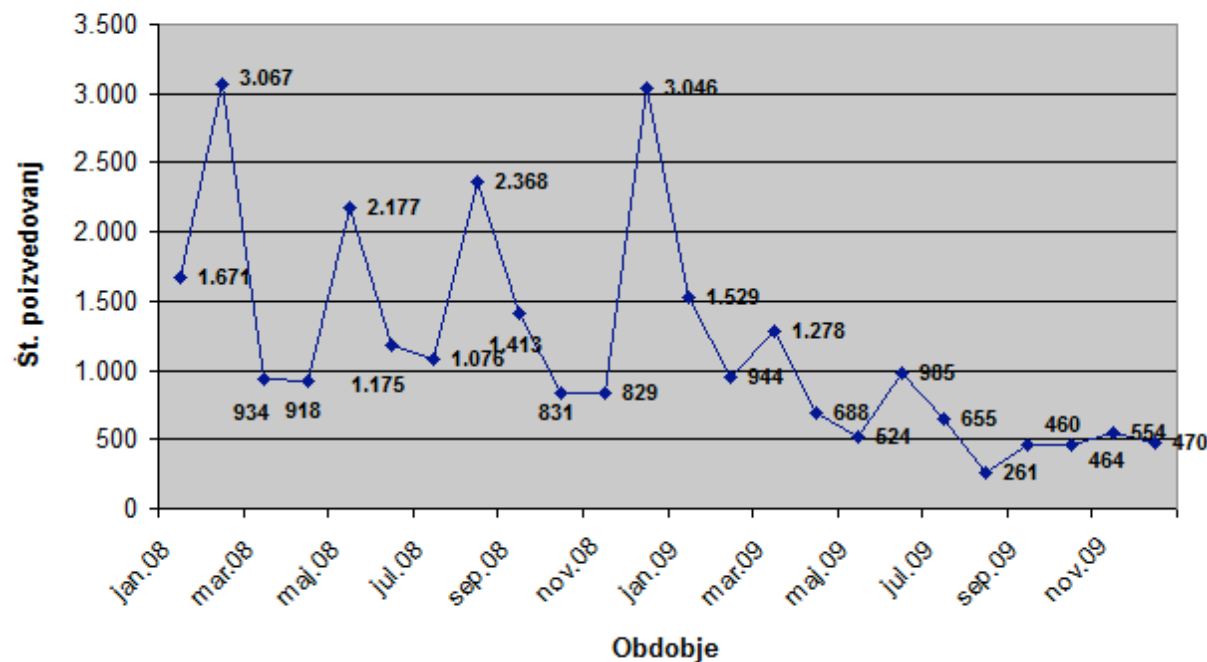


### Number of searches based on service (number of searches in a certain period)





### Number of all visits (Number of visits in a certain period)



Visits occur when some remote site makes a request for a page on your server for the first time. As long as the same site keeps making requests within a given timeout period, they will all be considered part of the same Visit. If the site makes a request to your server, and the length of time since the last request is greater than the specified timeout period (default is 30 minutes), a new Visit is started and counted, and the sequence repeats. Since only pages will trigger a visit, remotes sites that link to graphic and other non- page URLs will not be counted in the visit totals, reducing the number of false visits.