

This is an unofficial translation. The legally binding text is the original Czech version.



**Czech Telecommunication Office**  
with headquarters at Sokolovská 219, Prague 9  
P.O. Box 02, Prague 025, Postcode 225 02

Prague, 15 December 2005  
Ref.: 42079/2005-620

On the basis of public consultation under Section 130 of Act No. 127/2005 on electronic communications and on amendment to certain related acts (the Electronic Communications Act), as amended (the "Act") and on the basis of the decision of the Council of the Czech Telecommunication Office (the "Office") under Section 107(8)(b)(2) of the Act, and in order to implement Section 71(3) of the Act, the Office as the appropriate state administration body under Section 108(1)(b) of the Act hereby issues this

**Measure of General Nature No. OOP/14/12.2005-43, laying down the service quality parameters to be measured, and the content, form and manner of publishing information on the current prices, quality and conditions of the provision of publicly available electronic communication services**

Article 1  
**Introductory Provisions**

The purpose of this Measure of General Nature is to provide comparable information about the quality, conditions and prices of the provision of generally available electronic communication services so that end users can make simple comparisons of such information in order to protect it and to ensure appropriate functioning of economic competition.

Article 2  
**Service Quality Parameters**

(1) The quality parameters of the publicly accessible electronic communication services that are measured:

No.	Parameter formulation	Definition and the methods of measurement & calculation	To be reported by
1	Average time to connect at a fixed location to the public telephone network	<p>Time needed to establish connection at a fixed location to the public telephone network is the time spanning from the moment of the placement by the user of a valid order for connection to the moment of installing a network termination point at a fixed location and putting it into service. Also considered as establishing connection at a fixed location is the transfer of an existing access line termination point to another subscriber.</p> $D_z = D_v / V_o \text{ [days]}$ <p>where <math>D_z</math> is the average time needed to establish the service  <math>D_v</math> is the sum of all the times needed to establish the service over a period under review (all orders carried out, including those rolled over from the previous period and carried out in the period under review)  <math>V_o</math> is the total number of orders carried out, including those rolled over from the previous period and carried out in the period under review.</p>	1)

**This is an unofficial translation. The legally binding text is the original Czech version.**

No.	Parameter formulation	Definition and the methods of measurement & calculation	To be reported by
2	Fault rate related to access lines	<p>The rate of faults per 100 subscriber access lines is the ratio of the number of users' valid fault reports of service quality degradation or service interruption related to the average number of subscriber access lines over the period under review. Faults or the telecommunication terminal equipment connected to the termination point are not included.</p> <p>Frequency of faults per 100 access lines over the period under review  <math>C = (H / A \cdot 100 \text{ [faults/year]})</math>                      where C is the frequency of faults per 100 subscriber access lines;                      H is the number of valid fault reports received over the period under review                      A is the average number of subscriber access lines, which is calculated as the sum of the operating subscriber access lines in the individual months divided by the number of months in which the service was provided.</p>	I) & II)
3	Average fault repair time a) on subscriber access line b) for all other faults, other than those on subscriber access line	<p>The fault repair time is the time from the moment of a user's fault report reception by the service provider, or from the moment the service provider learned about the fault, to the moment the service is returned to the prescribed operating condition. Faults indicated in Parameter No. 2 are only considered.</p> <p><math>D_p = S / P \text{ [hours]}</math>                      where <math>D_p</math> is the average time needed to repair a fault                      S is the sum of all the times of the duration of faults terminated in the period under review, including those rolled over from the previous period)                      P is the number of faults reported over the period under review, including those rolled over from the previous period (and terminated in the period under review).</p>	Parameter a): I) Parameter b): I) & II)
4	Rate of bill correctness complaints	<p>The rate of bill correctness complaints (frequency of complaints in respect of settlement of the price of the provided public telephone services) is the ratio of the number of such complaints to the total number of all bills issued over the period under review. A bill correctness complaint is any justified complaint against the amount of the price charged for the telephone services provided.</p> <p><math>R = (R_c / V_c \cdot 100 \text{ [%]})</math>                      where R is the rate of bill correctness complaints  <math>R_c</math> is the number of all the bill correctness complaints received over the period under review (or, in the case of collective bill, the number of all the subscriber numbers where the price was settled wrongly in the period under review)  <math>V_c</math> is the number of all the bills issued over the period under review (or, in the case of collective billing, the number of all the subscriber numbers with wrong billing in the period under review).</p>	I), II), III)
5	Average directory information service response time	<p>The directory information service response time is the time that elapses between the moment of reception of a call by the system forwarding calls to the individual directory service operators and the moment when the operator answers the call. The measurement will only include callers who actually reached the directory information service operator.</p> <p><math>D_p = T / K \text{ [seconds]}</math>                      where <math>D_p</math> is the average time to directory information service operator's response                      T is the sum of all the times taken by the directory information service operators to respond within the period under review                      K is the total number of calls for the period under review.</p>	I), II), III)

**This is an unofficial translation. The legally binding text is the original Czech version.**

No.	Parameter formulation	Definition and the methods of measurement & calculation	To be reported by
6	Average information service response time	The information service response time is the time that elapses between the moment of reception of a call by the system forwarding calls to the individual information service operators and the moment when the operator answers the call. The measurement will only include callers who actually reached the information service operator.	I), II), III)
		$D_1 = T / K \text{ [seconds]}$ where $D_1$ is the average time to information service operator's response $T$ is the sum of all the times taken by the information service operators to respond within the period under review $K$ is the total number of calls for the period under review.	
7	Rate of early call termination or loss of service integrity in mobile electronic communication network	The rate of early call termination or loss of service integrity in mobile electronic communication network (with exclusion of effects on the user's side) is the ratio of the number of early call terminations or cases of service integrity loss in the undertaking's network to the total number of all the calls connected within the undertaking's network in the peak traffic hour.	III)
		$M_U = S_U / S_C \cdot 100 \text{ [%]}$ where $M_U$ is the rate of early call (connection) termination $S_C$ is the total number of early terminations of calls (connections) in the undertaking's network over the period under review $S_U$ is the total number of calls (connections) made within the undertaking's network over the period under review.	

Note: I) To be reported by undertakings providing publicly available telephone service through a fixed electronic communication network and providing at the same time a public communication network (access network).

II) To be reported by undertakings providing publicly available telephone service through a fixed electronic communication network and not providing a public communication network (access network). The service is provided through another operator's public communication network.

III) To be reported by undertakings providing publicly available telephone service through a mobile electronic communication network.

(2) Information about the resultant values of the measured quality parameters of the public electronic communication network should be provided to the extent and in the format as indicated below:

OVERVIEW of the resultant quality parameter values measured for the period of .....

Name of the undertaking:			
Parameter No.	Parameter formulation	Unit	Result. value
1	Average time to connect at a fixed location to the public telephone network	days	
2	Fault rate related to access lines	faults/year	
3	Average fault repair time	a) on subscriber access line	hours
		b) for all other faults, other than on access line	hours
4	Rate of bill correctness complaints	%	
5	Average directory information service response time	secs	
6	Average information service response time	secs	
7	Rate of early call termination or loss of service integrity in mobile electronic communication network	%	

Sent on [date]:	Overview prepared by (responsible person):
	Telephone:
	e-mail

Note: If the undertaking has an integrated directory information service / information service unit, only one combined value should be reported in the field of parameter No. 6.

**This is an unofficial translation. The legally binding text is the original Czech version.**

Article 3  
**Service Prices and Conditions**

(1) Information about the current prices and conditions of selected publicly available electronic communication services should be provided, depending on the type of services provided, to the extent and in the format as indicated below:

OVERVIEW

of the current prices and conditions of selected publicly available electronic communication services as at (date) .....

**I. Publicly available services in fixed electronic communication networks**

Name of undertaking:			
Designation of the pricing plan			
Pricing plan intended for business / residential / undifferentiated subscriber lines			
Serial No.	Service type	Unit	Price, inclusive of the VAT [in CZK]
1	<b>Connection to network (subscriber line installation)</b>	1 instal.	
2	<b>Access to network (subscriber line utilisation)</b>	1 month	
3	<b>Free minutes – number ( )</b>	minutes	
4	<b>Local calls – terminated in own network</b>		
4.1	peak	3 minutes	
4.2	off peak	3 minutes	
4.3	Night	3 minutes	
4.4	Weekend	3 minutes	
5	<b>Local calls – terminated in other fixed networks</b>		
5.1	peak	3 minutes	
5.2	off peak	3 minutes	
5.3	Night	3 minutes	
5.4	Weekend	3 minutes	
6	<b>Long distance calls – terminated in own network</b>		
6.1	peak	3 minutes	
6.2	off peak	3 minutes	
6.3	Night	3 minutes	
6.4	Weekend	3 minutes	
7	<b>Long distance calls – terminated in other fixed networks</b>		
7.1	peak	3 minutes	
7.2	off peak	3 minutes	
7.3	Night	3 minutes	
7.4	Weekend	3 minutes	
8	<b>Calls terminated in mobile networks</b>		
8.1	peak	3 minutes	
8.2	off peak	3 minutes	
8.3	Night	3 minutes	
8.4	Weekend	3 minutes	
9	<b>International calls</b>		
9.1	Germany	3 minutes	
9.2	Slovakia	3 minutes	
9.3	United Kingdom	3 minutes	
9.4	Austria	3 minutes	
9.5	United States of America	3 minutes	
9.6	Poland	3 minutes	
9.7	Ukraine	3 minutes	
9.8	France	3 minutes	
9.9	Italy	3 minutes	
9.10	Russia	3 minutes	

**This is an unofficial translation. The legally binding text is the original Czech version.**

9.11	The Netherlands	3 minutes	
9.12	Switzerland	3 minutes	
9.13	Belgium	3 minutes	
9.14	Croatia	3 minutes	
9.15	Hungary	3 minutes	
9.16	Spain	3 minutes	
9.17	Serbia & Montenegro	3 minutes	
9.18	Sweden	3 minutes	
9.19	Canada	3 minutes	
9.20	Israel	3 minutes	
<b>10</b>	<b>Short text messages (SMS)</b>		
10.1	- to fixed network	1 SMS	
10.2	- to mobile network	1 SMS	
<b>11</b>	<b>Flat rate calls</b>		
<b>12</b>	<b>Dial-up internet access</b>		
12.1	- Time zone I (or peak)	<b>first 10 minutes</b>	
12.2	- Time zone I (or Peak)	<b>another 10 minutes</b>	
12.3	- Time zone II (or off peak)	<b>first 10 minutes</b>	
12.4	- Time zone II (or off peak)	<b>another 10 minutes</b>	
12.5	- Next time zone	<b>first 10 minutes s</b>	
12.6	- Next time zone	<b>another 10 minutes</b>	
12.7	- Free minutes - number	<b>number of minutes</b>	
<b>13</b>	<b>Defined conditions, decisive for the pricing plan</b>		
13.1	- pricing conditions		
13.2	- other conditions		
<b>14</b>	<b>Traffic categories – calls</b>		
14.1	- peak (from ... to ... h)		
14.2	- off peak (from ... to ... h)		
14.3	- night-time traffic (from ... to ... h)		
14.4	- weekend (from ... to ... h)		
<b>15</b>	<b>Traffic categories – internet access</b>		
15.1	- peak (from ... to ... h)		
15.2	- off peak (from ... to ... h)		
15.3	- other traffic (from ... to ... h)		

Sent on [date]:	Overview prepared by (responsible person):
	Telephone:
	e-mail

Note: Under serial number 3, give the number of free minutes in the column of "Price, inclusive of the VAT [in CZK]".

## II. Publicly available services in mobile electronic communication networks

Name of undertaking:			
Designation of the pricing plan			
Type of technology (NMT/GSM/UMTS)			
Pricing plan intended for business / residential / undifferentiated subscriber lines			
Serial No.	Service type	Unit	Price, inclusive of the VAT [in CZK]
1	Connection to network (installation, activation)	1 instal.	
2	Access to network (monthly flat rate)	1 month	
3	Free minutes – number I)	minutes	
4	Free SMSs – number II)	No. of SMSs	
5	Free MMSs – number III)	No. of MMSs	
<b>6</b>	<b>Calls terminated in own network</b>		
6.1	peak	3 minutes	

**This is an unofficial translation. The legally binding text is the original Czech version.**

6.2	off peak	3 minutes	
6.3	Weekend	3 minutes	
<b>7</b>	<b>Calls terminated in fixed networks</b>		
7.1	peak	3 minutes	
7.2	off peak	3 minutes	
7.3	Weekend	3 minutes	
<b>8</b>	<b>Calls terminated in other mobile networks</b>		
8.1	peak	3 minutes	
8.2	off peak	3 minutes	
8.3	Weekend	3 minutes	
<b>9</b>	<b>International calls</b>		
9.1	Germany	3 minutes	
9.2	Slovakia	3 minutes	
9.3	United Kingdom	3 minutes	
9.4	Austria	3 minutes	
9.5	United States of America	3 minutes	
9.6	Poland	3 minutes	
9.7	Ukraine	3 minutes	
9.8	France	3 minutes	
9.9	Italy	3 minutes	
9.10	Russia	3 minutes	
9.11	The Netherlands	3 minutes	
9.12	Switzerland	3 minutes	
9.13	Belgium	3 minutes	
9.14	Croatia	3 minutes	
9.15	Hungary	3 minutes	
9.16	Spain	3 minutes	
9.17	Serbia & Montenegro	3 minutes	
9.18	Sweden	3 minutes	
9.19	Canada	3 minutes	
9.20	Israel	3 minutes	
<b>10</b>	<b>Short text message (SMS) in own network</b>	1 SMS	
<b>11</b>	<b>Short text message (SMS) to other networks</b>	1 SMS	
<b>12</b>	<b>Multimedia message (MMS)</b>		
<b>13</b>	<b>Defined conditions, decisive for the pricing plan</b>		
13.1	- pricing conditions		
13.2	- other conditions		
<b>14</b>	<b>Traffic categories – calls</b>		
14.1	- peak (from ... to ... h)		
14.2	- off peak (from ... to ... h)		
14.3	- weekend (from ... to ... h)		

Sent on [date]:	Overview prepared by (responsible person):
	Telephone:
	e-mail

Note:

- I) Under serial number 3, indicate the number of free minutes in the column of "Price, inclusive of the VAT [in CZK]".
- II) Under serial number 4, indicate the number of free SMSs in the column of "Price, inclusive of the VAT [in CZK]".
- III) Under serial number 5, indicate the number of free MMSs in the column of "Price, inclusive of the VAT [in CZK]".

**This is an unofficial translation. The legally binding text is the original Czech version.**

### III. Publicly available services in mobile electronic communication networks – international roaming

Name of undertaking:					
Designation of the pricing plan					
Type of technology (NMT/GSM/UMTS)					
Pricing plan intended for business / residential / undifferentiated subscriber lines					
Serial No.	Type of service	Price, incl. VAT [CZK per 3 minutes]	Operator outside CR	Defined conditions	
				Pricing	Other
<b>1</b>	<b>Roaming</b>				
1.1	- from Belgium to CR (outgoing)				
	- from CR to Belgium (incoming)				
1.2	- from Denmark to CR (outgoing)				
	- from CR to Denmark (incoming)				
1.3	- from Estonia to CR (outgoing)				
	- from CR to Estonia (incoming)				
1.4	- from Finland to CR (outgoing)				
	- from CR to Finland (incoming)				
1.5	- from France to CR (outgoing)				
	- from CR to France (incoming)				
1.6	- from Ireland to CR (outgoing)				
	- from CR to Ireland (incoming)				
1.7	- from Italy to CR (outgoing)				
	- from CR to Italy (incoming)				
1.8	- from Cyprus to CR (outgoing)				
	- from CR to Cyprus (incoming)				
1.9	- from Latvia to CR (outgoing)				
	- from CR to Latvia (incoming)				
1.10	- from Lithuania to CR (outgoing)				
	- from CR to Lithuania (incoming)				
1.11	- from Luxembourg to CR (outgoing)				
	- from CR to Luxembourg (incoming)				
1.12	- from Hungary to CR (outgoing)				
	- from CR to Hungary (incoming)				
1.13	- from Malta to CR (outgoing)				
	- from CR to Malta (incoming)				
1.14	- from Germany to CR (outgoing)				
	- from CR to Germany (incoming)				
1.15	- from the Netherlands to CR (outgoing)				
	- from CR to the Netherlands (incoming)				
1.16	- from Poland to CR (outgoing)				
	- from CR to Poland (incoming)				
1.17	- from Portugal to CR (outgoing)				
	- from CR to Portugal (incoming)				
1.18	- from Austria to CR (outgoing)				
	- from CR to Austria (incoming)				
1.19	- from Greece to CR (outgoing)				
	- from CR to Greece (incoming)				
1.20	- from Slovakia to CR (outgoing)				
	- from CR to Slovakia (incoming)				
1.21	- from Slovenia to CR (outgoing)				
	- from CR to Slovenia (incoming)				
1.22	- from Spain to CR (outgoing)				
	- from CR to Spain (incoming)				
1.23	- from Sweden to CR (outgoing)				
	- from CR to Sweden (incoming)				

**This is an unofficial translation. The legally binding text is the original Czech version.**

1.24	- from the United Kingdom to CR (outgoing)				
	- from CR to the United Kingdom (incoming)				
1.25	- from Croatia to CR (outgoing)				
	- from CR to Croatia (incoming)				
1.26	- from Israel to CR (outgoing)				
	- from CR to Israel (incoming)				
1.27	- from Canada to CR (outgoing)				
	- from CR to Canada (incoming)				
1.28	- from Russia to CR (outgoing)				
	- from CR to Russia (incoming)				
1.29	- from Serbia & Montenegro to CR (outgoing)				
	- from CR to Serbia & Montenegro (incoming)				
1.30	- from Switzerland to CR (outgoing)				
	- from CR to Switzerland (incoming)				
1.31	- from Ukraine to CR (outgoing)				
	- from CR to Ukraine (incoming)				
1.27	- from the USA to CR (outgoing)				
	- from CR to the USA (incoming)				
<b>2</b>	<b>Roaming price-related reference to the web pages of the undertaking</b>				

Sent on [date]:	Overview prepared by (responsible person):
	Telephone:
	e-mail

Note: ČR = Czech Republic

#### **IV. Publicly available services in fixed and mobile electronic communication networks – sample destinations**

Name of undertaking:		
Designation of the pricing plan		
Type of network (fixed / mobile)		
Type of technology (NMT/GSM/UMTS)		
Pricing plan intended for business / residential / undifferentiated subscriber lines		
<b>Serial No.</b>	<b>Service type</b>	<b>Price, inclusive of the VAT [in CZK per 3 minutes]</b>
<b>1</b>	<b>National calls - local</b>	
1.1	Brno – Brno (terminated in own network)	
1.1.1	- peak	
1.1.2	- off peak	
1.1.3	- weekend	
1.2	Brno – Brno (terminated in fixed networks)	
1.2.1	- peak	
1.2.2	- off peak	
1.2.3	- weekend	
1.3	Brno – Brno (terminated in mobile networks)	
1.3.1	- peak	
1.3.2	- off peak	
1.3.3	- weekend	

**This is an unofficial translation. The legally binding text is the original Czech version.**

1.4	Mělník - Benešov (terminated in own network)	
1.4.1	- peak	
1.4.2	- off peak	
1.4.3	- weekend	
1.5	Mělník - Benešov (terminated in fixed networks)	
1.5.1	- peak	
1.5.2	- off peak	
1.5.3	- weekend	
1.6	Mělník - Benešov (terminated in mobile networks)	
1.6.1	- peak	
1.6.2	- off peak	
1.6.3	- weekend	
<b>2</b>	<b>National calls - long distance</b>	
2.1	Karlovy Vary – Zlín (terminated in own network)	
2.1.1	- peak	
2.1.2	- off peak	
2.1.3	- weekend	
2.2	Karlovy Vary – Zlín (terminated in fixed networks)	
2.2.1	- peak	
2.2.2	- off peak	
2.2.3	- weekend	
2.3	Karlovy Vary – Zlín (terminated in mobile networks)	
2.3.1	- peak	
2.3.2	- off peak	
2.3.3	- weekend	
<b>3</b>	<b>Defined conditions, decisive for the pricing plan</b>	
3.1	- pricing conditions	
3.2	- other conditions	
<b>4</b>	<b>Traffic categories</b>	
4.1	- peak (from ... to ... h)	
4.2	- off peak (from ... to ... h)	
4.3	- weekend (from ... to ... h)	

Sent on [date]:	Overview prepared by (responsible person):
	Telephone:
	e-mail

(2) Prices in CZK (inclusive of the value added tax) in the pricing plans for which an agreement on the provision of a publicly available electronic communication service can be entered into as at the given date should be indicated in the overview of the current prices and conditions as shown in Paragraph 1 above. The individual pricing plans should constitute separate columns having the names of their respective pricing plans in their headings. The number of the indicated pricing plans should be sufficient to enable every subscriber to select at least one pricing plan.

(3) The information to be indicated as shown in Paragraph 1 above does not include discounts and action offers related to the provision of publicly available electronic communication service.

#### Article 4 Mode of Publishing

(1) The information referred to in Article 2(2) above must be updated by 31 March for the previous calendar year and the information referred to in Article 3(1) must be updated on a continuous basis, depending on the changes in prices and conditions, so that the effective versions of such information are always available no later than the first day it is in effect.

**This is an unofficial translation. The legally binding text is the original Czech version.**

(2) The information referred to in Article 1 must be publicly displayed on all related premises in a public available place and also in a manner allowing for remote access.

Article 5  
**Effect**

This Measure of General Nature No. shall come into effect on 1 February 2006.

---

### **Explanatory Memorandum**

To implement Section 77(3) of the Act, the Office issues Measure of General Nature No. OOP/14/12.2005-43 (the "Measure"), laying down the service quality parameters to be measured, and the content, form and manner of publishing information on the current prices, quality and conditions of the provision of publicly available electronic communication services.

This Measure is based on the principles set out in the Act and in European legislation, including, but not limited to, Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) – Article 22(1) and Article 21. This Measure was prepared with respect to the purpose of regulation efforts in the electronic communications area, as defined in Section 4 of the Act, including, in particular, provision of prerequisites for appropriate functioning of economic competition and for the protection of subscribers and other market players.

The purpose of this Measure is to provide comparable information on the quality, conditions and prices of electronic communication services in a manner allowing end users to make simple comparisons of such information. The quality parameters of provided services and the content, form and method of publishing information on the current prices, quality and conditions of the provision of publicly accessible electronic communication services are set out in this Measure for the above purpose.

This Measure should be applied, under Section 71(2) of the Act for the purposes of publishing in accordance with Section 54(2) of the Act, to all undertakings that provide publicly available telephone services. Also applicable is this Measure to the undertakings providing publicly available electronic communication services on which an obligation was imposed by the Office's decision based on Section 71(1) of the Act.

The quality parameters of the publicly available electronic communication services are set out by Article 2(1) of this Measure. The form of the information provided to the Office for statutory purposes is defined in Article 2(2) of this Measure in the form of the table entitled "OVERVIEW of the resultant quality parameter values measured for the period".

The extent and form of the "OVERVIEW of the current prices and conditions of selected publicly available electronic communication services" are set out in Article 3 of this Measure.

Undertakings on the electronic communications market offer many various types of publicly available electronic communication services of different structure, to a different extent and under different conditions. It is therefore impossible to define a general content

**This is an unofficial translation. The legally binding text is the original Czech version.**

and form of an overview of the current prices so as to reflect all these differences, which affect the prices being compared, and to comply, at the same time, with the statutory requirement for mutual comparability. For this reason, the "OVERVIEW of the current prices and conditions of selected publicly available electronic communication services" only applies to the selected range of services that are included in the Overview.

The Overview is differentiated according to the type of electronic communication network where the selected services are provided. The undertaking should indicate the individual data in accordance, in particular, with Article 3 Paragraph 2. In the heading of the Overview, the name of the undertaking that provides the services should be indicated in the "Name of undertaking" line. Then follows the designation (name) of the pricing plan and indication of whether the plan is only intended for business or residential users on the market. The words "business" and "residential" are used, in particular, to provide continuity with the reporting. Mobile operators should also indicate in the heading the type of technology they use with the given pricing plan.

If the undertaking does not distinguish between local and long distance calls, the prices to be indicated in the respective parts of the Overview will be the same. This applies, by analogy, to the differentiation of the time when the call takes place ( peak, off peak, night, weekend). Where, on the other hand, the Overview does not distinguish between the individual time zones (traffic differentiation) but the undertaking in reality does so, the " peak" price should be indicated.

The three minutes period was chosen as the measuring unit for all types of calls, in order to accommodate the different methods of call pricing and minimum call lengths the pricing is applied to.

The first 10 minutes were chosen as the measuring unit for the switched access to Internet, plus another ten minutes split into the time zones ( peak, off peak, other traffic).

In the line of "Defined conditions, decisive for the pricing plan" and in the column of "Defined conditions" in Table III, the undertaking should indicate the conditions that relate to the given pricing plan and that are decisive, in the undertaking's opinion, for the application of the plan (e.g. the method of billing, the use and transfer of unused free units etc.), and the undertaking may also refer there to the relevant provision of the price list (e.g. reference to the undertaking's web site).

In the line of "free minutes – number", the undertaking should write the actual number of free minutes provided within the given pricing plan. The utilisation of the free minutes, i.e. the types of calls for which the minutes can be used, should be indicated in the Defined conditions, decisive for the pricing plan.

In the line for the partial service of "flat rate calls", the undertaking should write the measuring unit and the respective price.

The prices of international roaming for the indicated countries should be filled in Table III "Publicly available services in mobile electronic communication networks – international roaming". For each of the countries, the call price should be indicated in respect of the operator with the best prices for the end users in that particular country. The name of such an operator should be written in the "Operator outside CR" column. Where prices are differentiated by time zones, the heavy-traffic prices should be given. This should be reflected in the "defined conditions" column. The prices should be indicated for at least one pricing plan for each technology.

Information specified in Article 3 Paragraph 3 of the Measure should be indicated in Table IV. "Publicly available services in fixed and mobile electronic communication networks – sample destinations". In that table, in section 3 "Defined conditions, decisive for the pricing plan", the undertaking should write the data referred to above, in particular the basic characteristics of the chosen pricing plan, including the level of the flat rate, number of free

**This is an unofficial translation. The legally binding text is the original Czech version.**

minutes and the various restrictions, especially those of contractual nature, if any (e.g. agreement concluded for a specific period of time, including the duration thereof). Where local and long distance calls are not distinguished, the same prices should be given for both.

No preferential prices should be indicated in the "Overview of the current prices and conditions of selected publicly available electronic communication services": what should only be given are the stable pricing plans for which an agreement on the provision of a publicly available electronic communication service can be entered into as at the given date. Pricing plans still provided by the undertaking but no longer offered to new customers should not be included in the Overview. Where the undertaking offers a pricing plan available to all subscribers, it will suffice to only indicate data on that pricing plan.

The Overview should be completed in the prescribed order. None of the lines or columns may be removed. The contents of the predefined indicators may not be changed.

On the basis of Section 130 of the Act and in accordance with the Czech Telecommunication Office's Rules for maintaining consultations with the affected parties at the discussion site, the Office published on 2 November 2005 at the discussion site its draft Measure No. OOP/14/XX.2005-Y, laying down the service quality parameters to be measured, and the content, form and method of publishing information on the current prices, quality and conditions of the provision of publicly available electronic communication services, and also published an invitation to make comments on the draft Measure.

During the public consultation period the Office received comments focused both on the general principles of this Measure and on its individual provisions.

The final draft regulation concerning quality parameters, current prices and conditions was drawn up in compliance with how the Office addressed the comments received during the consultations under Section 130 of the Electronic Communications Act. The comments that were related to current prices and conditions were processed so that the proposed regulation could meet the conditions set out in Directive No. 2002/22/EC of the European Parliament and of the Council of 7 March 2002 (Article 21 – public availability to the end-users of transparent and up-to-date information on applicable prices) as well as the conditions set out in the Electronic Communications Act.

The comment settlement table, made public at the discussion site, contains the texts of all comments and the way they were addressed.

[*round seal*]  
Czech Telecommunication  
Office  
-1-

[*signature*] *D. Stádník*  
David Stádník  
Chairman of the Council of the  
Czech Telecommunication Office