

April 2014

CONTENT

- ◆ Situation on the electronic communication market 2
- ◆ Universal service 2
- ◆ Price calculators 2
- ◆ Virtual operators market 3
- ◆ Market analyses 4
- ◆ The management of radio spectrums 5
- ◆ Controlled by CTO 6-7
- ◆ Telecommunication regulation in the EU 8
- ◆ **THEME OF THE MONTH:**
Complaints in the 1st quarter of 2014 9-13

Briefly on communications

Published principles of the planned auction of frequencies in the 3.6 GHz to 3.8 GHz band

The Czech Telecommunication Office (Český telekomunikační úřad) will this year prepare and announce an auction of radio frequencies mainly for the building and operation of networks of broadband high-speed Internet access in the 3600–3800 MHz band. In relation to this, the CTU has published, in advance, the fundamental principles of the tender for comments. The Office is organising the tender in the form of an electronic auction. The auction will deal with a total of 40 radio channels of a width of 5 MHz.

European Parliament in favour of cancelling roaming charges

The Body of European Regulators for Electronic Communications (BEREC), of which the Czech Telecommunication Office is an active member, took into consideration the stance which the European Parliament has adopted in relation to the “Connected Continent” regulation, meaning the regulation of the single European telecommunications market. In particular, it welcomes the stance of the European Parliament, that a careful and comprehensive appraisal of the European Regulatory Framework is required within the next term of office of the European Commission. There is a more in-depth analysis of the proposal on page 8.



Decision history of the Office:

Penalty for failure to make the 155 emergency phone line available

A penalty amounting to CZK 1,750,000, imposed on Telefónica Czech Republic, a.s. (“Telefónica”) for its failure to ensure uninterrupted access to the 155 emergency calls number in the Karlovy Vary region, came into legal force in April.

The Chairman of the Council of the Czech Telecommunication Office issued a decision to confirm the decision of the administrative body of the first instance (CTU, Department for West Bohemia) on 25.4.2014.

The Office found Telefónica to be responsible for committing an administrative infraction according to Section 118(8) (a) of the Act on Electronic Communication. This illegal conduct occurred on 4.10.2013 between 1.48 p.m. and 3.18 p.m., when the company failed to ensure uninterrupted access to the 155 emergency calls number within the Karlovy Vary region. The provisions of Section 61(3) of the Act on Electronic Communication impose

on the providers of services the obligation to ensure uninterrupted access to the 150, 155 and 158 emergency call numbers and to the 112 emergency calls line.

The situation was first reported to the Czech Telecommunication Office by the Ambulance Service of the Karlovy Vary Region (Zdravotnická záchranná služba Karlovarského kraje), whose registered office is home to the 155 emergency calls number switchboard for the Karlovy Vary region, and subsequently the Regional Directorate of the Police of the Karlovy Vary Region, Cheb Division (Krajské ředitelství policie Karlovarského kraje, Územní odbor Cheb). According to both organisa-

tions, this situation had a negative impact on the activity of the emergency services within the Karlovy Vary region. The 155 emergency calls line was made accessible by Telefónica’s technical base throughout the region within 30 minutes of Telefónica being informed of the situation. The other emergency call lines, including the 112 line, which can be reached even in places in which only one of the three mobile operators has a signal, remained operational for the entire duration of inaccessibility to the 155 emergency calls line.

Telefónica filed remonstrance against the first-instance decision; however, the Chairman of the Council of the Czech Telecommunication Office, as the administrative body of the second instance, upheld the contested decision as being factually correct.

Situation on the electronic communication market

T-Mobile

T-Mobile moved ahead with an amendment to the terms and conditions of pre-paid services as of 1st April 2014. The "Twist Našim" card the company previously sold was renamed "Twist Našim+". At the same time, the basic price of calls to all networks within the Czech Republic was reduced from the original CZK 5.90 per minute to CZK 3.50 per minute (60+60 billing), while the price of one SMS is CZK 1.50 to all networks within the Czech Republic.

T-Mobile is also offering the option of making calls within its own network at a cheaper rate depending on the size of the top-up amount. In the event the customer tops up his credit with CZK 300 or more, he will be charged CZK 1.50 per minute for a call within the company's own network within the Czech Republic. If the customer tops up his credit with less than CZK 300, calls made within the T-Mobile network are charged at a rate of CZK 2.20 per minute (60+60 billing in both cases). The lower price of calls within the company's own network applies for 30 days after topping-up credit, in that this lower rate

for calls within the company's own network is activated after each top-up. In the event that a customer does not top up credit within 30 days, he is thereafter charged the standard price of calls within all networks in the Czech Republic of CZK 3.50 per minute after this time limit has passed.

As part of a special offer valid in April 2014, UPC offered new customers special prices on Klasik, Komfort and Mini digital television services, the offer applying to on-line orders and a commitment to use the service for a period of 12 months. For Klasik+ services, customers will pay a monthly price of CZK 270 instead of the standard CZK 400.57 per month and can enjoy one package from a choice of Sport, Relax or Darwin free-of-charge. This tariff allows customers to use more than 50 Czech and Slovak channels, including 9 HD channels. As part of this special offer, customers will pay CZK 370 per month for the Komfort+ service instead of the standard price of CZK 578.49 and can enjoy more than 100 channels, including 20 HD channels, over this period. Customers who ordered the Mini digital television service as part of the on-line offer will pay CZK

154 for this service per month instead of the standard price of CZK 221.64 per month and will be able to watch more than 20 Czech channels, including six HD channels. The price of connecting up the service is CZK 99.



UPC Internet services (Internet 5+, Fiber Power 40+, Fiber Power 120+ and Fiber Power 240+), with speed options of 5 Mbit per second, 40 Mbit per second, 120 Mbit per second and 240 Mbit per second, are accompanied by an automatic discount of CZK 200 per month when committing to a period of 12 months. In order to attract new customers, UPC was offering, for orders placed by the end of April 2014, a further increase in the discount on the monthly fixed rate for the 40 Mbit per second option (Fiber Power 40+), meaning a total discount of CZK 250 per month (the customer therefore pays CZK 399 per month, the standard price being CZK 649 per month), and on the monthly fixed rate for the 120 Mbit per second option (Fiber Power 120+), meaning a total discount of CZK 230 per month (the customer therefore pays CZK 599 per month, the standard price being CZK 829 per month).

4 / 2014

Universal service

The CTU completed its evaluation of monitoring the commercial provision of services corresponding to constituent services within a universal service according to Section 38(2)(a) to (d) and (g) of the Act on Electronic Communication for which there is currently no obligation of provision. This evaluation was completed in April. The CTU published a report on the results and conclusions of monitoring for the year 2013 on its website on 24th April 2014. Monitoring identified that the provision of services corresponding to constituent services that are not imposed as obligations is done to the corresponding quality, that services are affordable and satisfied the reasonable needs of end users throughout the Czech Republic in accordance with the requirements placed on the provision of a universal service.

The CTU completed accreditation of the new Korektel price calculator in relation to mobile calls and Internet services and the fixed Internet. This it did at the end of April 2014. The Office will therefore enter into a contract on the awarding of accreditation and the terms and conditions of bilateral cooperation with the Korektel price calculator for a period of one year. The terms and conditions for the awarding of accreditation and a brief description of the accreditation process are found in this document.

By contrast, the Tarifomat price calculator failed in the ac-

Price calculators

creditation process after failing to meet the criteria defined by the Office (it stopped taking pricing intervals into consideration) and after two years has, at least temporarily, lost its accreditation from the CTU. The operator has the chance to apply for a new accreditation process; within one year of the date of lodging a previous application for accreditation, however, this is subject to the operator of the price calculator paying part of the cost of accreditation of CZK 10,000.

Virtual operators market

<p>EriMobile Commenced activity: 1st April 2014. The company: Český bezdrát Mobile s.r.o. Network operator: Vodafone Czech Republic a.s.</p>	<p>New virtual operator EriMobile offers three basic call tariffs in the form of a fixed rate – “Eri – Panter L”, “Eri – Panter M” and “Eri – Panter S” – as well as the “Eri – Panter Data/SMS” and “Eri – Panter SMS/MMS” tariffs, which focus on customers that prefer using data and SMS services.</p>
<p>Voocall New tariff The company: CANISTEC s.r.o. Network operator: T-Mobile Czech Republic a.s.</p>	<p>Virtual operator Voocall published a new price list in the course of April 2014. The operator offers new tariffs entitled “Solutus”, “Solutus 150 MB”, “Solutus 300 MB”, “Solutus 600 MB”, “Solutus 1.2 GB” and “Solutus 1.5 GB”.</p>
<p>Nej Mobil New data package The company: Nej TV a.s. Network operator: T-Mobile Czech Republic a.s.</p>	<p>Virtual operator Nej Mobil broadened the range of mobile services it offers to include a supplementary data Internet and mobile package with a limit of 150 MB. This offer became effective on 1st April 2014.</p>
<p>99mobile New price list The company: MAXPROGRES mobile, s.r.o. Network operator: T-Mobile Czech Republic a.s.</p>	<p>Virtual mobile operator 99mobile changed its price list on 1st April 2014 in relation to increasing the free data limits for the data packages of mobile Internet services on offer (“DATA 150”, “DATA 300”, “DATA 600”). The operator increased the limit of free data within the “Občas si brnknu a surfuju” (I sometimes call and surf) tariff to 300 MB (originally 200 MB) and changed the existing billing of calls in minutes (60+60) to billing in seconds after the first minute of a call (60+1). These changes were also projected in the price lists of its business partners (telco consulting, MITRANET, FPnet, komutel and VIRTUAL DREAM). Also with effect from 1st April 2014, 99mobile broadened its retail offer of mobile services to include new data tariffs in the LTE network (“DATA 600 LTE”, “DATA 1.2GB LTE”, “DATA ONLY 3GB LTE”, “DATA ONLY 10GB LTE”) and the “V síti neomezeně” (Unlimited within the network) tariff, which replaced the “Volám více” (I call more) tariff the company previously offered.</p>
<p>StarTEL New price list The company: STARNET Telekomunikace, s.r.o. Network operator: T-Mobile Czech Republic a.s.</p>	<p>Virtual operator StarTEL launched three new tariffs – “VOLÁM ZA NULU” (I CALL FOR NOTHING), “VOLÁM MÁLO” (I DON’T CALL MUCH) and “VOLÁM LEVNĚ” (I CALL CHEAP) – on 1st April 2014. The operator also broadened its range of mobile Internet data packages and further reduced the price of data roaming in Zone 11 (Europe EU and EUA) to CZK 7.08 per MB (originally CZK 14.01 per MB).</p>
<p>Kaktus New price list The company: T-Mobile Czech Republic a.s.</p>	<p>With effect from 5th April 2014, virtual operator Kaktus replaced its existing supplementary package “20 minut” with the “22 minut” package, which it continues to offer for the original price of CZK 50 for 30 days². The operator also reduced the price of calls to all networks within the Czech Republic to CZK 2.50 per minute (originally CZK 2.90 per minute).</p>
<p>fayn New tariffs The company: FAYN Telecommunications s.r.o. Network operator: Vodafone Czech Republic a.s.</p>	<p>Virtual operator fayn broadened the range of mobile services it has on offer to include new tariffs entitled „fayn PREMIUM“, „fayn ULTRA“ and „fayn FAMILY“, with effect from 8th April 2014.</p>

Market analyses

Market 1 – access to public telephone network at a fixed location

The Office commenced the notification process in relation to proposed analyses of relevant market number 1 in the course of April 2014 according to Section 131 of the Act on Electronic Communication (hereinafter referred to as the “AoEC”).

The European Commission had no comments to make with regard to the proposal and the Office issued the analysis of market number 1 in Measures of a General Nature A/1/05.201-4 of 15 May 2014.

Market 3 – terminating calls (termination) in individual public telephone networks provided at a fixed location

The Office received, on 28th April 2014, the decision of the European Commission in the matter of notification of proposed decisions on the imposition of an obligation and proposed decisions on pricing for undertakings with significant market power on relevant market number 3. The Office took the handling of these comments from the EC into consideration in the final version of a decision on corrective action that the Council of the CTU took on 7th April 2014.

Market 4 – wholesale (physical) access to network infrastructure (including shared or full access of subscriber’s line) at a fixed location

The Office published on its website on 17th April 2014 a call to submit comments regarding proposed measures of a general nature “Market Analysis A/4/XX.2014-YY, market number

4, wholesale (physical) access to network infrastructure (including shared or full access of subscriber’s line) at a fixed location”. Comments relating to the published proposal can be submitted within one month of the date of publication, meaning to 19th May 2014.

The Office compiled proposed measures of a general nature “Market Analysis A/4/XX.2014-YY, market number 4”, as part of undertaking analyses of relevant markets according to Section 51(1) of the AoEC. The Office updated the proposed measures of a general nature based on consultation with the European Commission and supplemented these with a section devoted to an evaluation of competing influences from the broadband access retail market, also supplementing the part of the analysis dealing with proposed corrective action.

Market 5 – wholesale broadband access in electronic communication networks

The CTU published on its website on 17th April 2014 a call to submit comments on proposed measures of a general nature “Market Analysis A/5/XX.2014-YY, market number 5”. Comments relating to the published proposal can be submitted within one month of the date of publication, meaning to 19th May 2014.

The Office compiled proposed measures of a general nature “Market Analysis A/4/XX.2014-YY” as part of undertaking analyses of relevant markets according to Section 51(1) of the AoEC. The Office updated the proposed measures of a general nature based on consultation with the European Commission and supplemented these with a section devoted to an evaluation of competing influences

from the broadband access retail market, also supplementing the part of the analysis dealing with proposed corrective action. The analysis submitted includes an updated marketing survey of the market (Annex 1).

Market 6 – wholesale terminating segments of leased lines irrespective of the technology used to ensure leased or reserved capacity

The Office commenced the notification process in relation to proposed analyses of relevant market number 6 in the course of April 2014 according to Section 131 of the AoEC.

The Office took the proposal back as a result of reservations on the part of the European Commission and will modify it with regard to the Commission’s remarks.

Market 7 – terminating calls (termination) in individual public mobile telephone networks

The Office stated on its website on 14th April 2014 that, according to Section 51(5) of the AoEC and according to the results of an analysis of the relevant market, issued by way of measures of a general nature A/7/12.2013-9, that the Council of the CTU had issued decisions, through which Air Telecom, Telefónica, T-Mobile, and Vodafone were determined as being undertakings with significant market power on relevant market 7 based on an analysis of the relevant market.

At its meeting in week 15 (11th April 2014), the Council of the CTU discussed proposed decisions to impose corrective action, including obligations relating to price regulation, on undertakings with significant market power and approved this to be sent to the Office for the Protection of Competition (ÚOHS).

The management of radio spectrums

The digitalisation of radio broadcasting

Based on an inspection of satisfaction of the terms and conditions of the use of radio frequencies determined within the scope of a tender, the Chairman of the Council of the CTU, in accordance with the provisions of Section 22b of the Act on Electronic Communication, decided to withdraw the allocation of radio frequencies awarded in the 1452–1492 MHz frequency band (the "L" band) for transmitting T-DAB, terrestrial digital radio broadcasting whose holders did not satisfy the conditions laid down. The following were withdrawn:

- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Zlín**, issued on 15.9.2011 under reference number ČTÚ-38 973/2011-613/V. vyř.;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Brno**, issued on 15.9.2011 under reference number ČTÚ-38 974/2011-613/V. vyř.;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **České Budějovice**, issued on 15.9.2011 under reference number ČTÚ-38 964/2011-613/V. vyř.;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Hradec Králové**, issued on 15.8.2011 under reference number ČTÚ-38 969/2011-613/IV. vyř., as amended by Decision ČTÚ-38 969/2011-613-VI. vyř. of 11.10.2012;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Jihlava**, issued on 15.9.2011 under reference number ČTÚ-38 975/2011-613/V. vyř.;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Karlovy Vary**, issued on 15.9.2011 under reference number ČTÚ-38 966/2011-613/V. vyř.;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Liberec**, issued on 15.8.2011 under reference number ČTÚ-38 968/2011-613/IV. vyř., as amended by Decision ČTÚ-38 968/2011-613-VI. vyř. of 11.10.2012;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Olomouc**, issued on 15.9.2011 under reference number ČTÚ-38 971/2011-613/V. vyř.;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Ostrava**, issued on 30.9.2011 under reference number ČTÚ-38 972/2011-613/V. vyř.;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Pardubice**, issued on 15.9.2011 under reference number ČTÚ-38 970/2011-613/V. vyř.;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Plzeň**, issued on 15.9.2011 under reference number ČTÚ-38 965/2011-613/V. vyř.;
- ♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Ústí nad Labem**, issued on 15.8.2011 under reference number ČTÚ-38 967/2011-613/IV. vyř., as amended by Decision ČTÚ-38 967/2011-613-VI. vyř. of 11.10.2011.

electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Pardubice**, issued on 15.9.2011 under reference number ČTÚ-38 970/2011-613/V. vyř.;

♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Plzeň**, issued on 15.9.2011 under reference number ČTÚ-38 965/2011-613/V. vyř.;

♦ the allocation of radio frequencies for ensuring the municipal electronic communication network for the provision of a service involving the transmission of terrestrial digital radio broadcasting and mobile multimedia applications in **Ústí nad Labem**, issued on 15.8.2011 under reference number ČTÚ-38 967/2011-613/IV. vyř., as amended by Decision ČTÚ-38 967/2011-613-VI. vyř. of 11.10.2011.

The reason for withdrawal was the fact that the holder of the allocations of radio frequencies did not start using the allocated radio frequencies within the set time limit, i.e. not later than within two years of the decision entering into legal force, even though the CTU warned it of the possibility of radio frequencies being withdrawn and set an alternative time limit for it in order to comply with this obligation.

General authorisation

The Council of the CTU approved general authorisation number VO-R/1/04.2014-2 for the operation of user terminals of electronic communication radio networks. This it did on 10th April. The reason for issuing general authorisation, which replaces existing general authorisation number VO-R/1/11.2012-13, is the need to implement Commission Implementing Decision 2013/654/EU and modifications arising from the updating of PVRS and the decisions and recommendations of CEPT. General authorisation entered into effect on 1st May 2014.

... the operation of communication activities without a licence

– the Office ascertained one case of undertaking communication activity without authorisation and commenced administrative proceedings in this case.

... observance of the terms and conditions of individual licences to use radio frequencies

– the CTU conducted 29 inspections of observance of the terms and conditions of individual licences issued for the use of radio frequencies, predominantly to concern adherence to the terms and conditions laid down for the operators of VHF FM transmitters and aircraft stations. Three appeals were issued for the rectification of shortcomings and administrative proceedings were commenced in these cases.

... observance of the terms and conditions of general authorisation no. VO-R/12/09.2010-12 for the use of radio frequencies and for the operation of equipment for broadband data transmission in the 2.4 GHz – 66 GHz bands

– the CTU carried out 55 inspections. It ascertained shortcomings in 30 cases, mainly in the use of indoor frequencies within a building

and the use of weather radar frequencies. It issued an appeal to rectify the shortcomings ascertained in these cases and commenced administrative proceedings.

... the use of radio frequencies without a licence

– the CTU conducted a total of 25 inspections aimed at undertakings using frequencies without a licence or whose licences had expired, in particular the operators of WiFi equipment outside the permitted frequency band. It discovered nine cases of the use of frequencies without a licence and commenced administrative proceedings.

... sources of interference to the operation of electronic communication equipment and networks, the provision of electronic communication services or operating radio communication services

– the CTU conducted a total of 74 in situ investigations. The sources of interference it identified in April included WiFi equipment (interference to weather radars), the radiated emissions of active television aerials, GSM repeaters and DECT telephone devices (interference of GSM and UMTS), defective power sources in household scan-

ners, PC monitors and, for example, the system of automatic control of traffic lights at crossings or public lighting. The primary cause of poor quality reception of DVB-T takes the form of defects to television aerials.

...the trial operation of LTE base stations in the 800 MHz band

– 116 LTE base stations were put into trial operation at the end of April. The CTU investigated one report of interference to television reception caused by strong LTE signal. Reception of the 42nd television channel suffered interference at the common television aerial some 74 metres from BTS. The operator of the LTE network dealt with this interference by putting filters in place in 3 receiving STA.

Cooperation between the CTU and Czech Trade Inspection Authority (Česká obchodní inspekce) - When conducting inspections at dealers in telecommunication terminal and radio equipment as part of cooperation between the CTU and the CTIA, the organisations discovered the sale of radio-controlled model cars operating in the 49 MHz bands in Litoměřice, Litvínov, Chomutov and Hrádek nad Nisou. Such radio equipment cannot be operated in the Czech Republic without an individual licence to use radio frequencies. The organisations also discovered the sale of wireless bells operating in the 250 to 277 MHz bands, which are reserved in the Czech Republic for the Ministry of Defence. The CTIA is dealing with the shortcomings identified within the scope of its duties.

Overview of inspection activity in carrying out the state inspection of electronic communication for the month of April 2014

Type of activity	Number of certificates or inspections		Number of calls to rectify shortcomings	Number of administrative proceedings commenced	Number of decisions awarded*)	Decided in the favour of		Penalties imposed	
	Total	Of which				the subscriber	the provider	Number	Size in CZK
1. Number of awarded certificates of notification of operating a business (Section 14 of the AoEC)	26								
2. Number of changes to certificates of notification of operating a business (Section 14 of the AoEC)	49								
3. The operation of communication activity without a certificate	1			1	1			1	4000
4. Adherence to the terms and conditions of general authorisations	57		30	27	23			22	333000
a) in relation to providing public communication networks and assigned means		0	0	0	0			0	0
b) in relation to providing electronic communication services		2	0	0	0			0	0
c) in relation to the use of radio frequencies and the operation of devices (radio equipment)		55	30	27	23			22	333000
5. Inspection of radio frequencies	128		9	11	10			10	163000
a) the use of radio frequencies without authorisation to do so		25		4	3			3	47000
b) adherence to the conditions of an individual licence for the use of radio frequencies		29	3	4	4			4	65000
c) identifying sources of interference to the operation of electronic communication equipment and networks, the provision of electronic communication services or the operation of radio-communication services		74	2	3	3			3	51000
6. Inspection of numbers for the purposes of number administration (number of inspection calls)	3		0	0	0			0	0
a) the use of numbers without authorisation to do so		0		0	0			0	0
b) the use of numbers in conflict with authorisation for their use		3	0	0	0			0	0
7. Deciding on subscriber disputes	0			3291	11349	2480	6827		
a) on objections to the settlement of claims to concern services provided		0		2	1	0	0		
b) on objections to the settlement of claims to concern the billing of prices for services		0		21	9	5	2		
ba) access to services with expressed price (data and voice)		0		0	0	0	0		
baa) access to data services with expressed price provided on Internet or other data networks (Dialer)		0		0	2143	524	1251		
c) on the payment of the price for services (monetary performance)		0		3268	11335	2474	6824		
d) other		0		0	3	1	1		
8. Failure to provide information according to Section 115 of the AoEC				2	0			0	0
9. Other	24		11	47	38			36	291100
TOTAL	215		50	3379	11421	2480	6827	69	791100

*) The total number of decisions awarded includes cases in which administrative proceedings are concluded with a resolution, i.e. cases of the death of the subscriber, the cessation of existence of the company, the discontinuation of proceedings by law (bankruptcy), not having the remit to decide etc.



Postal services

Two decisions on the imposition of a penalty on Czech Post (Česká pošta s.p.) came into legal force in April 2014, with Czech Post lodging remonstrance against these. We in-

formed you of the first penalty of CZK 1,500,000 in the monitoring report for March.

A second penalty was imposed, of CZK 90,000, for failure to ensure the availability of one of the basic services – registered postal consignments (termed in the Czech Post price list as registered packages) as a result of an absence of postal labels at one post office. It did not enter into a contract with a party interested in providing this service after the specific period of time, thus violating its postal obligation and committing an adminis-

trative infraction.

The CTU continued its inspection of compliance with the statutory obligation of postal operators according to Section 34(10) of the Act on Postal Services, meaning whether the operators of postal services adhere to the obligation laid down by law to mark consignments presented to them for postage in such a way that this marking makes it absolutely clear to which operator the postal consignment was submitted. At the same time it checks whether the content of postal terms and conditions complies with the sta-

tutory requirements laid down in Section 6(2) of the Act on Postal Services and whether operators adhere to the obligation to publish postal terms and conditions at each of their premises and in a way that allows for remote access. The Office also conducted three in-situ investigations in April, two of these concerning checks of the marking of household post boxes and their accessibility, the third concerning an inspection of a postal service undertaking (whether the operator had actually commenced activity and was providing it based

Type of activity	Number of certificates or inspections		Number of measures in the interest of the due provision of	Number of administrative proceedings from the previous month	Number of administrative proceedings commenced	Number of decisions issued	Decided in the favour of		Penalties imposed		Number of administrative proceedings continuing into the next month	
	Total	of which					the subscriber	the provider	Other	Number		see in CZK
1. 1. Number of awarded certificates of notification of operating a business	0											
2. 2. Number of changes to certificates of notification of operating a business	0											
3. 3. The operation of postal activity without a certificate	0			0	0	0			0	0	0	
4. 4. Adherence to the terms and conditions of the Act on Postal Services (hereinafter referred to as the AoPS) and other regulations	3		0	1	0	1			1	8000	0	
5. 5. Adherence to postal terms and conditions according to Section 6 of the AoPS		3	0	1	0	1			1	8000	0	
6. 6. Adherence to the terms and conditions of qualitative requirements according to Decree No. 464/2012		0	0	0	0	0			0	0	0	
7. 7. Decision-making on objections to the settlement of warranty claims according to Section 6a of the AoPS	0			3	1	1	0	0	1		3	
8. 8. Decision-making on disputes according to Section 37(3)(a) of the AoPS	0			0	0	0	0	0	0		0	
9. 9. Failure to provide information according to Section 32(a) of the AoPS				0	0	0			0	0	0	
10. 10. Other	6		0	5	2	3			1	10000	4	
TOTAL	9		0	9	3	5	0	0	1	2	18000	7

The Office on the consumer's side

In April 2014:

- ♦ the Office opened **3,291 administrative proceedings** pertaining to subscriber disputes between a person performing communication activities, on the one hand, and a participant, on the other hand, concerning payments and motions for opening proceeding on objection against the settlement of a complaint about the billing of the price or publicly available service of electronic communications which are decided by the Office pursuant to Section 129 of the Electronic Communications Act.
- ♦ The Office issued **11,349 decisions on the subject**,
- ♦ of which **11,335 decisions on the subject payment (payment of price for services)**.

An auction relating to the LTE mobile network came to an end at the beginning of the year 2014. The Office awarded the rights to use radio frequencies to ensure a public communication network in the 800 MHz band to Telefónica, T-Mobile and Vodafone, which, in accordance with the terms and conditions of the auction of frequencies, undertook to make efforts to develop new electronic communication services via high-speed networks and to make technological innovations in this field.

Fears arose among experts and the general public in connection with the construction of LTE networks as to whether the quality of reception of terrestrial digital

television broadcasting might be affected, mainly due to the fact that the input circuits of television receivers and aerials of broadband amplifiers often correspond to the original scope of the radio frequencies reserved for television broadcasting, including the segment now reserved for the LTE mobile network.

The CTU took a number of measures in this regard, measures that should minimise any unwanted manifestations of interference or that should lead to rectification in as short a timescale as possible. It has posted a list of these measures on its website. The CTU also contacted associations of self-governing units (Union

of Towns and Municipalities of the Czech Republic, Association of Regions of the Czech Republic and Association of Local Self-Governing Bodies of the Czech Republic) with the recommendation that they inform their members, meaning the individual regions and municipalities, of this issue and of procedures when identifying a possible impact on the quality of television broadcasting caused by the operation of LTE networks.

They can all now contact the CTU with their suspicions or with inquiries to concern the impact on terrestrial digital television broadcasting reception. Procedure in reporting interference is published on the CTU website in the section entitled "Oznámení rušení" (Report interference) together with the relevant form (more here).

Operators put approximately 70 LTE base stations into operation in April and plan to launch others in the near future. The CTU currently has on record only one case of interference of terrestrial television broadcasting (DVB-T) reception in connection with the operation of an LTE network. Interference was rectified at the expenses of the operator following CTU intervention.

Members of the European Parliament voted on 3rd April 2014 on a proposed regulation in relation to creating a single European market for electronic communication. Members came out in favour of completely abolishing charges for roaming (for calls, text messages and mobile Internet connection) within the EU from 15th December 2015 onwards. They also voted on measures to simplify trading in and leasing rights to use the part of the radio spectrum required for faster mobile Internet. 534 Members were in favour of the proposal, 25 were against and 58 abstained. The Council is currently discussing the material. The Parliament and the Council will subsequently attempt to come up with a compromise proposal. Final agreement should be reached by the end of 2014.

The approved proposal includes reinforcing the principle of network neutrality, which should make sure that Internet providers do not block or slow down Internet operation for certain Internet services in favour of others. In 2012, for example, the Body of European Regulators for Electronic Communications (BEREC) stated that certain Internet providers had blocked or slowed down services such as Skype.

The European Parliament adopted Decision of the European Parliament and of the Council on deployment of the interoperable EU-wide eCall at the first reading stage.

On 15th April 2014, the European Parliament adopted Directive of the European Parliament and of the Council on measures to reduce the cost of deploying high-speed electronic communications networks at the first reading stage.

According to a recent decision by the European Court of Justice

in the case of UPC DTH s.à.r.l. vs. Hungary, a foreign entity from an EU Member State which undertakes business within the territory of the EU may not, according to the principle of the free movement of people, services and capital, be forced to create subdivisions and enter these in the commercial register of another EU Member State.

Council Decision of 25 November 2013 on the conclusion of the Cooperation Agreement on a Civil Global Navigation Satellite System (GNSS) between the European Community and its Member States and Ukraine was published in the Official Journal of the European Union on 26th April 2014. This Decision enters into force on the date of its adoption.

Recent meetings of the work groups of ITU and CEPT

At its meeting of 4th April 2014, the ITU-R SG6 (broadcasting) study group continued its standardisation of multimedia multi-platform systems, which draw on traditional one-directional broadcasting and use the possibilities presented by the modern technology of mobile networks and packet networks in general. The group ratified a revised ITU-R report on the use of spectrums in the UHF band; report on the importance of broadcasting in the case of natural disasters; documents relating to a definition of the quality of image and sound which form the basis for standardisation in the area of compressing multimedia content; reports and recommendations on the production of programmes, post-production, recordings and their distribution as simplifying the international exchange of standardised TV formats. Reviews and new documents to concern a definition of the prospective UHDTV format were approved and a study question regarding onward directions in broadcasting ("Nové technologické platformy pro šíření obsahu vysílacími sítěmi" - New technological platforms for transmitting content via broadcasting networks) was discussed in cooperation with other ITU R and ITU-T groups.

A meeting of civil and military experts was held in Budapest between 31st March and 3rd April 2014 regarding the future use of radio spectrums by civilian and non-civilian applications. The Czech Republic lodged reservations to the proposals presented by NATO military experts, which significantly increase the requirements on the spectrum for non-civilian applications. Another analysis of NATO requirements is currently underway and the Czech Republic will publish the results of this at a meeting of NATO civilian and military experts in June 2014.

A meeting of the ECC CPG PTA project team was held between 7th April and 10th April 2014 in Noordwijk in the Netherlands in relation to preparations by CEPT for the World Radiocommunication Conference (WRC-15). Among the fundamental topics of discussion were the issue of new frequency allocations for science services, publication, coordination and notification procedures for "nano and pico" category satellites, changes to remarks concerning "Radiokomunikační řád" (Radiocommunication Code) and proposed points of the programme for the subsequent World Radiocommunication Conference in 2018 (WRC-18).

Complaints made by subscribers and users of services in the 1st quarter of 2014

Electronic communication services

♦ **The CTU put on record a total of 861 complaints made by subscribers/users in the 1st quarter of 2014.**

♦ **The Office dealt with 553 complaints (64.2 % of the total number) using the procedure laid down in the Act on Electronic Communication.**

♦ **The CTU did not have the relevant competency to deal with 57 complaints and referred them to the competent body (6.6 % of the total number).**

♦ **The CTU found 251 complaints (29.2 % of the total number) to be unfounded. The Office informed the complainants of the fact that there had been no breach of the obligations laid down in the Act on Electronic Communication, the Act on Consumer Protection, implementing regulations to these acts or, where appropriate, the decisions of the CTU.**

There was an increase of 258 complaints (i.e. almost 43 %) in the 1st quarter of 2014 in comparison with the total number of complaints in the 4th quarter of 2013. In comparison with the 1st quarter of 2013, there was also an increase in the total number of complaints in the 1st quarter of 2014 of 110 (i.e. 14.7 %). In a quarterly comparison, there was an increase in the number of complaints in connection with a move taken by Telefónica to end the provision of NEON tariffs and transfer subscribers to FREE tariffs.

There was a slight increase in the number of complaints regarding billing for electronic communication services in comparison with the 4th quarter of 2013. In comparison with the previous period, when the number of complaints regarding consumer protection fell, there was a slight increase in the 1st quarter of 2014; this, however, is only an increase in the units of cases.

The adoption of the new Act No. 214/2013 Sb. on electronic communication and the related statutory obligation of the operators of electronic communication services to incorporate the changes arising from this amendment into contractual documentation within a transitional period of six months following the entry into effect of the amendment

to the act, a time limit which passed during the 1st quarter of 2014, also played a part in the year-on-year increase in the number of complaints. In this regard, the CTU registered an increased number of inquiries and several complaints regarding the date until which providers must incorporate the changes required by the amendment in their contractual documentation and whether subscribers are able to prematurely terminate a contract without sanction in connection with such adopted change according to Section 63(6) of the Act on Electronic Communication. In these cases the CTU informed the subscriber of the fact that the subscriber does not

have the right to terminate a contract without sanction in the case that the amendment of contractual terms and conditions is merely the result of the amended legislation. The exception to this rule would be cases in which, in connection with the incorporation of the provisions required by law, the provider makes another amendment to its contractual documentation as leading to a change to certain fundamental particulars of the subscriber's contract or to the worsening of its position.

There was confirmation in the period under consideration of the trend we have seen in the falling number of complaints which the CTU does not have subject-matter jurisdiction to resolve. Complaints regarding the services of third parties, in particular Premium SMS and audio text services, continued to have the biggest share in the number of such complaints during this period.

Complaints can be divided in the following way by subject-matter:

Complaints involving the billing of price are among those with the largest share in the number of com-

	Company	Number of complaints and inquiries	Expression of number of complaints and inquiries in relation to the number of subscribers/users specified by the company ¹⁾ (%)	Expression of the number of complaints and inquiries in relation to the total number of complaints and inquiries (%)
1.	LIVE TELECOM	21	0,767	0,8
2.	Air Telecom	27	0,313	1
3.	Vodafone	176	0,061	6,8
4.	T-Mobile	198	0,032	7,6
5.	Telefónica	768	0,105	29,5
6.	UPC	47	0,038	1,8

Table No. 1

¹⁾ Total number of customers to 31st December 2013

plaints relating to electronic communication services. There were 226 such complaints in the first quarter, accounting for 26.3 % of the total number. Complainants received legal advice; otherwise decisions in these cases are taken in administrative proceedings according to Section 129 of the Act on Electronic Communication (subscriber disputes) as objections to the handling of claims regarding the price of provided services.

In comparison with the 1st quarter of 2013, there was an increase in the total number of complaints relating to electronic communication services in the 1st quarter of 2014 of 223 (i.e. 55.1 %). The significantly higher number of complaints relating to subscriber contracts was primarily responsible for this, with a total of 317 complaints made in this regard, some 152 more than in the previous period and some 207 more than during the same period in 2013. This is therefore an increase in this category of 92.1 % on the previous period. What is more, the complaints in question mostly concerned the above-mentioned incorporation of the provisions of Act No. 214/2013 Sb. in the contractual terms and conditions of the providers of electronic communication services and the fact that the provision of NEON tariffs came to an end, with Telefónica making an across-the-board switch to FREE tariffs.

There was a reduction of 12 complaints regarding the transfer of a number in a mobile network to a total of 35 (meaning a reduction of 25.5 %) during the period under consideration in contrast to the 4th quarter of 2013.

As far as complaints to concern the Act on Consumer Protection are concerned, there was an increase in

Subject-matter	Complaints							Settled in favour of the subscriber / user (1)	Total (2)
	Questions	Method of settlement				Total complaints (0)			
		Provision of information							
a	b	c	d	e	f	g	h		
1. 1 Electronic communication services	790	437	182	9	628	1236	1418		
2 Failure to set up electronic communication services	5	1	3	1	5	7	10		
3 Quality of electronic communication services	59	21	16	0	37	80	96		
4 Subscriber contracts	433	214	98	5	317	652	750		
5 Failure to provide electronic communication services in accordance with a contract	71	23	13	0	36	94	107		
6 Activation of unwanted electronic communication services	2	4	3	0	7	6	9		
7 Disagreement with billing	220	174	49	3	226	397	446		
2. 8 Radio communication services	5	0	0	0	0	5	5		
3. 9 Transferability of a telephone number in a mobile network	73	23	12	0	35	96	108		
4. 10 Transferability of a telephone number in a fixed network	5	2	2	0	4	7	9		
5. 11 Failure to set up or transfer a telephone station	1	1	1	0	2	2	3		
6. 12 Customer support service provided by electronic communication service provider	1	0	3	1	4	2	5		
7. 13 Method of customer acquisition by providers and dealers	20	1	0	0	1	21	21		
8. 14 Reception of TV signal in connection with the digitalisation of broadcasting	8	1	0	0	1	9	9		
9. 15 Deceptive advertising	1	1	1	0	2	2	3		
10. 16 Consumer protection ²⁾	41	23	28	0	51	64	92		
17 adherence to fairness of service provision (Section 3 of AoCP)	0	0	0	0	0	0	0		
18 unfair business practices ³⁾ (Section 4 of the AoCP)	19	12	9	0	21	31	40		
19 deceptive business practices (Section 5 of the AoCP)	5	7	15	0	22	12	27		
20 aggressive business practices (Section 5a of the AoCP)	7	0	3	0	3	7	10		
21 prohibition of consumer discrimination (Section 6 of the AoCP)	0	0	1	0	1	0	1		
22 the duty to inform (Section 9 and 10 and Section 11 to 13 of the AoCP)	0	3	0	0	3	3	3		
23 other obligations in the provision of electronic communication services (Section 15 and 16 and Section 19 of the AoCP)	10	1	0	0	1	11	11		
11. 24 Universal service	1	0	0	0	0	1	1		
25 the access of the disabled to a publicly-accessible telephone service ⁴⁾	1	0	0	0	0	1	1		
26 public payphones ⁵⁾	0	0	0	0	0	0	0		
27 access to and the possibility of use of services by persons with low incomes ⁶⁾	0	0	0	0	0	0	0		
12. 28 Other ⁷⁾	799	64	22	47	133	910	932		
29 telephone directories	0	0	0	0	0	0	0		
30 information service about subscribers' telephone numbers	1	0	0	0	0	1	1		
31 services from third parties – Premium SMS	32	11	2	17	30	60	62		
32 services from third parties – audio text services	7	0	0	7	7	14	14		
33 annoying and unwanted calls	13	12	9	2	23	27	36		
34 offering marketing advertising in violation of Section 96 of the AoEC	4	3	3	0	6	7	10		
35 communication networks, protective bands and use of the property of another	21	1	1	0	2	22	23		
36 undertaking business in electronic communication	219	1	0	0	1	220	220		
37 professional competence test (Section 26 of the AoEC)	384	0	0	0	0	384	384		
38 coverage by TV signal and GSM	8	0	0	0	0	8	8		
39 personal data protection	4	2	2	2	6	8	10		
40 miscellaneous	106	34	5	19	58	159	164		
TOTAL	1745	553	251	57	861	2355	2606		

Table No. 2 - Customer's complaints and questions in I.Q 2014

KEY

1) Not complaints according to Section 175 of Act No. 500/2004 Sb. (Collection of Laws), the Code of Administrative Procedure, as amended by Act No. 413/2005 Sb. (Collection of Laws) Not objections to the settlement of a warranty claim on publicly accessible electronic communications services provided or other subscriber disputes resolved within administrative proceedings. Complaints and questions are on record at the settlement stage.

2) Pursuant to Act No. 634/1992 Sb. (Collection of Laws), on consumer protection, as amended.

3) Business practices in accordance with Section 4 of the Act on Consumer Protection, according to which a business practice is unfair if the conduct of the business undertaking towards the consumer is in conflict with the requirements of professional care and is capable of significantly influencing his decision-making such that he might take a commercial decision which he would not otherwise take. Unfair business practices are mainly deceptive and aggressive business practices.

4) Decision No. 44 813/2009-610/VII. vyř. of 23 June 2009, on imposing the obligation to provide a constituent service within the bounds of a universal service: access for disabled people to a publicly-accessible telephone service equal to the access used by other end users, in particular by way of specially-equipped telecommunication terminal devices, according to Section 38(2)(f) of the Electronic Communications Act.

5) Decision No. 466/2006-610/II. vyř. of 13th March 2006, as amended by Decision No. 20 583/2008-610/IX. vyř., No. 63 465/2009-610/IX. vyř. and No. 100 041/2010-610/VI. vyř., imposing the obligation to provide a constituent service within the bounds of a universal service - public telephone services.

6) Decision No. CTU-43 632/2011-610/VI. vyř. of 7th June 2011 in the matter of imposing an obligation within the bounds of a universal service to allow persons with special social needs according to Section 38(4) of the Electronic Communications Act and in accordance with Section 44 and Section 45 of this act to choose prices or price plans that differ from the price plans provided under normal commercial terms and

conditions such that these persons have access to and are able to use a constituent service and a publicly accessible telephone service.

7) A different type of complaint not classifiable under 1 to 10.

8) An electronic communication service provider and in the notes a provider of content.

9) Electronic Communications Act; in the case that the complaint or question concerns consumer protection, the Consumer Protection Act.

10) Includes complaints – procedure pursuant to the Electronic Communications Act (column c), complaints – no violation of the Electronic Communications Act (column d) and complaints – not within the Office’s remit (column e).

11) Includes questions (column b), complaints – procedure pursuant to the Electronic Communications Act (column c), and complaints – not within the Office’s remit (column e).

12) Includes questions (column b), complaints – procedure pursuant to the Electronic Communications Act (column c), complaints – no violation of the Electronic Communications Act (column d) and complaints – not within the Office’s remit (column e).

13) The number of complaints segmented according to individual electronic communication service providers against which a complaint is lodged. If required, the name of an electronic communication service provider not shown in the list is added in the header. For a marginal electronic communication service provider, the word “Other” can be added.

ECA – Act No. 127/2005 Sb. (Collection of Laws), on electronic communication and amending certain related acts (the Act on Electronic Communication), as amended.

CPA – Act No. 634/1992 Sb. (Collection of Laws), on consumer protection, as amended.

the number of complaints of 14 (meaning an increase of 37.9 %). Most of these were found to be groundless by investigations carried out by the CTU.

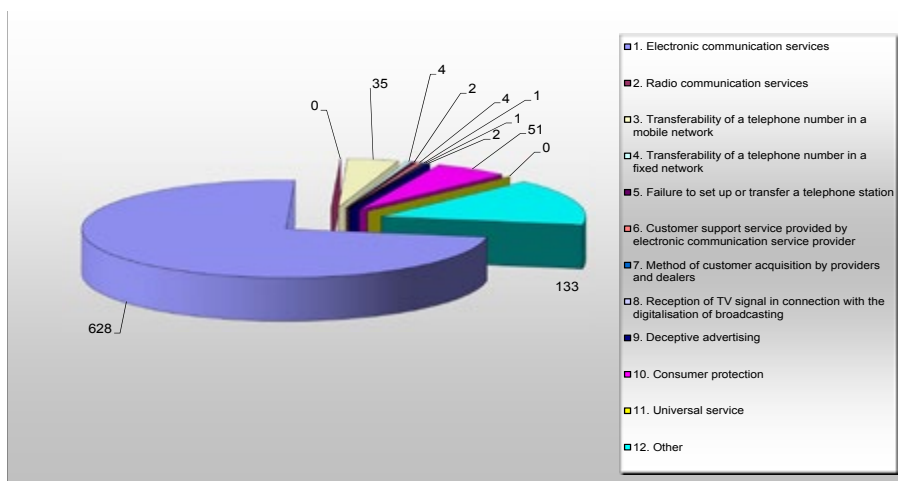
Division by service provider against whose procedure a complaint has been made

The following table shows only those complaints against the procedure of the largest electronic communication service providers with regard to their predominating share in the number of subscribers/users of services and the number of complaints. An overview of the number of complaints against the procedure of selected service providers is shown in Table 1, in which inquiries made by subscribers in relation to individual providers are also taken into consideration.

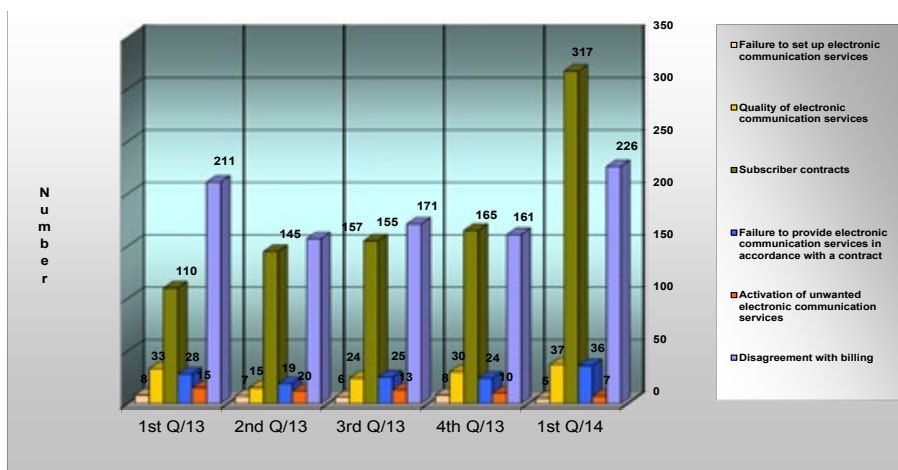
Questions about electronic communication services

The CTU has kept inquiries about electronic communication services on record since 1st January 2012 and categorises these in the same way as complaints (see Table 2). The Office registered a total of 1,745 inquiries in the 1st quarter of 2014, which is 611 more than in the previous quarter. Apart from inquiries directed at the conditions of engaging in business in electronic communications and issuing certificates according to the provisions of Section 26 of the Act on Electronic Communication, which accounted for a total of 34.6 %, the majority involved consumer issues. Other issues involved the billing of the price of services (12.6 %), subscriber contracts (24.8 %) and the transferability of numbers in a mobile network (4.2 %), mainly in connection with the application of a period of notice before commencing the actual transfer process.

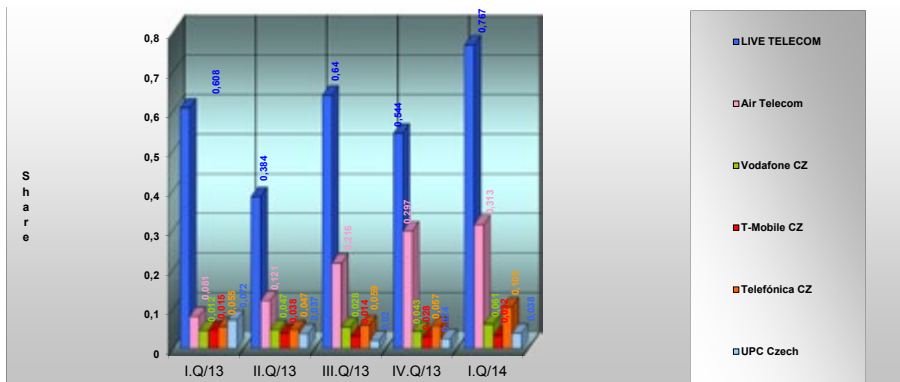
An overview of the total number of complaints and inquiries for the 1st quarter of 2014 is presented in Table 2 and Graph 1. The development of the number of complaints about electronic communication services in a year-on-year comparison



Graph No. 1 - Complaints during the 1st quarter of 2014



Graph No. 2 - Complaints regarding electronic communication services from the 1st quarter of 2013 to the 1st quarter of 2014



Graph No. 3 - Expression of the number of complaints in relation to the number of subscribers stated by the company (in %) from the 1st quarter of 2013 to the 1st quarter of 2014

son from the 1st quarter of 2013 to the 1st quarter of 2014 is shown in Graph 2. Graph 3 shows an expression of the number of complaints in relation to the number of subscribers to selected companies (in %) from the 1st quarter of 2013 to the 1st quarter of 2014.

Conclusion:

We can say, based on the above statistical evaluation of the quantitative and qualitative parameters of complaints in the 1st quarter of 2014, that there was a relatively significant increase in the number of complaints and inquiries in contrast with previous periods.

The number of inquiries and complaints mainly rose in January 2014 in connection with the obligation of operators to incorporate changes arising from the adoption of Act No. 214/2013 Sb. into their contractual documentation not later than by 8.2.2014, such inquiries and complaints concerning the date by which providers are obliged to incorporate changes in their contractual documentation and whether this situation establishes the right of subscribers to terminate a contract without sanction on the date of the change in the effect of the contract in accordance with Section 63(6) of the Act on Electronic Communication. In this regard the CTU informed subscribers that they do not have the right to terminate a contract without sanction on the date of effect of the amendment in the case that providers implemented only the change laid down for them by

the law. However, this right would arise in the case that the provider used the opportunity of making changes to contractual documentation to incorporate changes other than those compelled by the law as resulting in a change to the fundamental particulars of the contract or as leading to a worsening of the position of the subscriber.

As mentioned above, the second group of complaints of a similar type in the period under consideration consisted of complaints made by subscribers regarding the forced change of tariff imposed by Telefónica as a result of its cancellation of NEON tariffs and the transfer of subscribers to one of its FREE tariffs. There was also a noticeable rise in the number of inquiries in relation to this. Subscribers who had used the old NEON tariffs were transferred to the new, so-called "unlimited" FREE tariffs in the course of December 2013 and the first quarter of 2014. Subscribers mainly complained about the fact that they were not informed of the planned change of tariff in an adequate and understandable way or in time. A number of subscribers did not agree to the change of tariff. There were several subscribers whose complaints arose from an ignorance of legal regulation, in particular to concern the rights of the provider according to Section 63(6) of the Act on Electronic Communication to unilaterally amend a contract. For the Office to be able to ascertain the true extent of misgivings and the extent

of illegal conduct, it launched an inspection at Telefónica aimed at the issue of a change of contractual terms and conditions. The Office is presently assessing all documents obtained and supposes that it will be able to inform the company of the results of the inspection in the forthcoming period.

Postal services

The CTU registered a total of 22 complaints during the period under consideration in relation to basic postal services according to the provisions of Section 3 of the Act on Postal Services, which marked an increase of 83.3 % on the 4th quarter of 2013. Of the total number of complaints about basic postal services, the CTU settled 11 in favour of the consumer, whilst there was no infringement of the law in the same number. From the perspective of individual basic services, consumers most often complained about the delivery of registered postal consignments (in seven cases). Complaints about the delivery of postal consignments to 2 kg were also common (six complaints). In all cases the complaints were directed at the services provided by Česká pošta, s.p. (Czech Post).

The CTU registered a total of six inquiries regarding basic postal services in the 1st quarter of 2014. Inquiries concerned the delivery of sums of money by way of postal order, basic registered consignment postal services abroad, the delivery of postal consignments weighing up to 2 kg and the delivery of postal packages weighing up to 10 kg. There was an increase in the number of inquiries of three in comparison with the previous quarter.

The CTU also received 53 complaints relating to the basic parameters of providing postal services, such as the long waiting period, the opening hours of post offices, the delivery of postal consignments, the handling of complaints and returns etc., which is an increase of 65.6 % on the pre-

vious period.

The most significant share in the total number of these complaints involved the delivery of postal consignments, in 23 cases, meaning 43.4 % of the total number of complaints in this category. The CTU put on record a total of 26 inquiries regarding services other than the basic postal services.

The CTU also monitors complaints and inquiries to concern selected non-postal services (CZECH POINT, data boxes, electronic signatures, the services of Poštovní spořitelna (Post Office Savings Bank) and other financial services), although it does not have the power to deal with these and refers such complaints and inquiries to the relevant bodies. The CTU registered three complaints in this category in the previous quarter.

The numbers of complaints specified are clear from Table 3.

Subject-matter	Questions	Complaints					Total complaints	Settled in favour of the customer	Total
		Method of settlement			Total complaints	Settled in favour of the customer			
		Procedure according to the law	No violation of the law	Outside the Office's remit					
a	b	c	d	e	f	g	h		
1. 1. Complaints and questions about basic services according to Section 3 of the Act on Postal Services									
2. delivery of postal consignments of up to 2 kg	1	3	3	0	6	4	7		
3. delivery of postal packages of up to 10 kg	1	0	1	0	1	1	2		
4. delivery of an amount of money by way of postal order	2	1	2	0	3	3	5		
5. delivery of registered consignments	0	4	3	0	7	4	7		
6. delivery of valuable consignments	0	2	0	0	2	2	2		
7. free delivery of postal consignments of up to 7 kg for the blind	0	0	0	0	0	0	0		
8. basic foreign postal services	2	1	2	0	3	3	5		
9. delivery of postal packages of over 10 kg posted from abroad	0	0	0	0	0	0	0		
10. coupon-response international service	0	0	0	0	0	0	0		
11. response consignments in international payment	0	0	0	0	0	0	0		
12. delivery of printed matter bag service	0	0	0	0	0	0	0		
TOTAL	6	11	11	0	22	17	28		
2. 13. Complaints and questions about postal services *)									
14. long waiting times	0	3	1	0	4	3	4		
15. post office opening hours	2	0	0	0	0	2	2		
16. change of post office at which a consignment is stored for collection	3	14	4	0	18	17	21		
17. the delivery of postal consignments	13	18	5	0	23	31	36		
18. dealing with complaints and returns	3	2	3	1	5	6	9		
19. breach of postal secrecy	0	1	1	0	2	1	2		
20. postal consignments to/from abroad	0	0	0	0	0	0	0		
21. the delivery of official instruments	0	0	0	0	0	0	0		
22. requests for information	5	0	1	1	1	6	7		
TOTAL	26	38	15	2	53	66	81		
3. 23. Complaints and questions about selected non-postal services									
24. Czech POINT	0	0	0	1	0	1	1		
25. data boxes	0	0	0	0	0	0	0		
26. electronic signature	0	0	0	0	0	0	0		
27. Poštovní spořitelna (Post Office Savings Bank) and other financial services	1	0	0	1	0	2	2		
28. other services	0	1	2	3	3	4	6		
TOTAL	1	1	2	5	3	7	9		
TOTAL COMPLAINTS AND QUESTIONS ABOUT POSTAL AND SELECTED NON-POSTAL SERVICES	27	39	17	7	56	73	90		

Table No. 3 - Complaints and questions from customers about postal services in the 1st quarter of 2014

Monthly monitoring report - April 2014

© Czech Telecommunication Office, (Český telekomunikační úřad),
address: Sokolovská 219, 190 00 Praha 9,
Telephone: +420 224 004 509 • e-mail: tisk@ctu.cz • www.ctu.cz
Published once a month. Place of publication: Prague