

Monthly monitoring report No. 4/2013 of the Czech Telecommunication Office April 2013

Executive summary

On April 11, 2013 the company Telefónica introduced its offer of new tariffs for unlimited calls labelled FREE. To this step immediately responded also mobile operators T-Mobile and Vodafone and, within two days, introduced their new tariffs with unlimited mobile calls. Until the end of April the operators gradually modified their offers, including modification offers of data limits included in the offer (more information can be found in the first part of Chapter 1).

On April 8, 2013, in harmony with Section 130 of the Act on Electronic Communications, the CTU submitted to [public consultation](#) proposal of new comprehensive conditions of tender procedure (Auction) for frequencies released by successful transition of the Czech Republic to digital television broadcasting. It is possible to submit comments to the proposal of conditions of tender procedure until May 22, 2013 (more information can be found in Chapter 14).

On April 15, 2013 the CTU published on its Internet pages [the Table for settlements of comments](#) including communication of result of public consultation concerning proposal of the Measure of General Nature - the Analysis of relevant market No. 2 – Call origination on the public telephone network at a fixed location (more information can be found in Chapter 3).

On April 25, 2013 the CTU organized working meeting (workshop) with representatives of operators and professional public concerning proposal of the Analysis of relevant market No. 3 – Call termination on individual public telephone network provided at a fixed location (more information can be found in Chapter 3).

During April the CTU evaluated monitoring of commercial provision of selected partial services from the file of the Universal service and its conclusions were, on May 3, 2013, published on the Internet pages of the CTU in the Report [„Monitoring of commercial provision of services corresponding to non-imposed services within the framework of of the Universal service \(for the year 2012\)“](#).

Civic association "Lost child" put into operation two free telephone numbers for voice services „Hot line for cases of missing children“ (number 116 000) and „Helpline providing emotional support“ (number 116 123). The CTU promulgated license for utilization of these European harmonized telephone numbers in the second half of last year (more information can be found in Chapter 1).

In the Theme of the month of this Monitoring report the CTU gives the information on the evaluation of subscriber complaints for the period of the first quarter of 2013.

1. Current situation on the market

1.1 Offer of new unlimited tariffs of mobile operators

In the month of April mobile operators came in the market with new tariffs which offer unlimited calls and SMS in various variants. The company Telefónica came with the first offer followed very shortly by the company Vodafone and finally the company T-Mobile. Companies Vodafone and T-Mobile modified their offers in the same month of April.

Since April 11, 2013 the company Telefónica offers its new unlimited tariffs under the name of FREE. New tariffs fully replaced existing tariffs of series Neon which can no longer be newly activated. Tariff of series FREE includes unlimited calls and SMS's in the Telefónica network in the tariff Free O₂ for CZK 249 and in the tariff Free O₂ Plus customer will receive extra 120 free minutes to other networks and 150 MB of free data for CZK 499. Customer will receive unlimited calls and SMS's in all networks and 1 GB of free data for CZK 749. Price of tariffs are connected to the obligation to stay with the company for 24 months. Customer may also buy all tariffs mentioned without any commitment for monthly surcharge of CZK 150. Calls in tariffs (Start, FREE O₂, FREE O₂ Plus) beyond the framework of free minutes are charged and billed per minute.

To unlimited calls and SMS's to all networks in the Czech Republic the company Telefónica also offers 600 free minutes for international calls in zones 1 to 4¹ in tariffs FREE EU and FREE EU Plus. In the tariff FREE EU Plus the company offers in addition 300 incoming minutes, 300 outgoing minutes and 300 SMS's within the framework of foreign roaming (for countries in zone 1 of roaming tariff "Calls without frontiers"²). To the tariffs FREE EU and FREE EU Plus customer will receive also the volume of free data within the framework of the service "Internet in mobile", and namely 1 GB with the FREE EU and 3 GB with FREE EU Plus (however, this volume of data cannot be used abroad).

From April 13, 2013 the company T-Mobile offered new unlimited tariff "S námi sít nesít" with unlimited calls and SMS's to networks and 1 GB of free data for CZK 749. On April 21, 2013 the company T-Mobile extended its offer by tariffs "S námi v síti" for CZK 249, "S námi v síti +" for CZK 499 and increased data limit of the tariff "S námi sít nesít" to 1,5 GB. Calls in tariffs (S námi v síti, S námi v síti +) exceeding the framework of free minutes is charged and billed per minutes. These tariff prices are subject to contractual obligation to stay with the company for 24 months. Customer may also buy the tariff mentioned without any commitment for monthly surcharge of CZK 150.

The company Vodafone started to offer new unlimited tariffs from April 12, 2013 and their conditions were changed on May 1, 2013. Customers of the company Vodafone may establish tariffs Unlimited calls in the network for CZK 399 with the obligation to remain for 24 months (price of the tariff without commitment is CZK 597) or Unlimited calls to all networks with 1.2 GB of free data for CZK 691 with commitment to remain for 24 months (price without commitment is CZK 901). Calls in the tariff Unlimited calls in the network is charged per seconds.

Table No. 1 illustrates detailed conditions of the above mentioned tariffs, which are offered by companies Telefónica, T-Mobile and Vodafone as new ones.

¹ Zone 1: EU countries including Switzerland, Norway and United States of America and Canada.

Zone 2: EU countries including Australia, Belarus, Bosnia and Herzegovina, Monte Negro, Croatia, Iceland, Israel, Japan and Serbia.

Zone 3 a 4: other non-European countries including Macedonia, Moldava, Ukraine and Turkey.

² Zone EU including Croatia, Switzerland and Norway .

Table No. 1: Comparison of conditions of new tariffs of companies Telefónica, T-Mobile and Vodafone

	Tariffs	Tariff price		Calls and SMS's own network	calls and SMS's other network in the CR	Calls abroad/roaming	Price per minute/SMS	Tariffication	Internet in mobile free data
		with commitment	without commitment						
Telefónica	Start	CZK 179	CZK 329	60 minut		no	3,90 / 1,50	60+60	ne
	FREE O2	CZK 249	CZK 399	unlimited ¹⁾	no benefits	no	3,50 / 1,50	60+60	ne
	FREE O2 Plus	CZK 499	CZK 649	unlimited ¹⁾	120 minutes	no	3,50 / 1,50	60+60	150 MB
	FREE CZ	CZK 749	CZK 899	unlimited ¹⁾	unlimited ¹⁾	no	0,00 / 0,00	no	1 GB
	FREE EU	CZK 999	CZK 1 149	unlimited ¹⁾	unlimited ¹⁾	600 minutes ³⁾	0,00 / 0,00	no	1 GB
	FREE EU Plus	CZK 1 499	CZK 1 649	unlimited ¹⁾	unlimited ¹⁾	600 minutes ³⁾ / 600 minutes ⁴⁾	0,00 / 0,00	no	3 GB
T-Mobile	S námi v síti	CZK 249	CZK 399	unlimited ²⁾	no benefits	no	3,50 / 1,50	60+60	ne
	S námi v síti +	CZK 499	CZK 649	unlimited ²⁾	120 minutes	no	3,50 / 1,50	60+60	200 MB
	S námi síť nesíť	CZK 749	CZK 899	unlimited ²⁾	unlimited ²⁾	no	0,00 / 0,00	no	1,5 GB
Vodafone	Unlimited calls in the network	CZK 399/597 ⁵⁾	CZK 597	unlimited	50 minutes ⁶⁾		5,03 / 1,51	1+1	150 MB
	Unlimited calls to all networks	CZK 691/901 ⁵⁾	CZK 901	unlimited	unlimited	no	0,00 / 0,00	no	1,2 GB

¹⁾ Benefits of free calls is maximum 10,000 minutes of calls or 10,000 SMS's for the billing period

²⁾ Benefits of free calls is maximum 10,000 minutes of calls or 10,000 SMS's for the billing period for technical reasons.

³⁾ International calls to foreign numbers in zones 1 to 4, calls exceeding this limit are charged with standard price.

⁴⁾ Calls in zone 1 of roaming tariff Calls without frontiers, tariff includes 300 incoming, 300 outgoing minutes and 300 SMS's.

⁵⁾ Price relates to the purchase of privileged telephone.

⁶⁾ Free minutes within the framework of tariff can be drawn for calls in the Czech Republic to other networks including international calls to region 0 and 1. After free minutes of calls are consumed, the calls abroad are charged with the rate of 11.50 CZK/min.

Region 0: Russia, Slovakia, Ukraine, Vietnam and China.

Region 1: Andorra, Belgium, Denmark, Finland, France, Croatia, Gibraltar, Ireland, Italy, Jersey, Canada, Luxemburg, Hungary, Man, Monaco, Germany, Netherlands, Norway, Poland, Portugal, Austria, Greece, San Marino, Spain, Sweden, Switzerland, USA, Vatican, Great Britain.

Comparison of tariffs with unlimited calls with original tariffs

The following tables indicate comparison of tariff conditions of new unlimited tariffs, which are newly offered by the above mentioned companies, with tariff conditions of original comparable tariffs.

Table No. 2: Unlimited tariffs of the company Telefónica

Tariff conditions		FREE CZ	O2 Neon XXL
price	with commitment	CZK 749	CZK 3 900
	without commitment	CZK 899	ne
free minutes/all networks		unlimited	unlimited
free SMS/all networks		unlimited	SMS 1.60 CZK
Internet in mobile - free data		1 GB	no
duration of commitment		24 months	24 months
contractual fine for premature termination of contract		CZK 250 x number of remaining months	price of monthly flat fee x number of remaining months
discount senior		CZK 50/billing period	no
discount for young people up to 26 years of age		CZK 50/billing period	no
discount for handicapped people		CZK 50/billing period	CZK 88/billing period

Table č. 3: Unlimited tariffs of the company T-Mobile

Tariff conditions		S námi sít' nesít'	S námi 3290
price	with commitment	CZK 749	no
	without commitment	CZK 899	CZK 3 290
free minutes/all networks		unlimited	unlimited
free SMS/all networks		unlimited	unlimited
Internet in mobile - free data		1,5 GB	1 GB
duration of commitment		24 months	no
contractual fine for premature termination of contract		price of monthly flat fee x number of remaining months	no

Table č. 4: Unlimited tariffs of the company Vodafone

Tariff conditions		Unlimited calls to all networks	Fér tarif 3 299
price	with commitment	CZK 691	no
	without commitment	CZK 901	CZK 3 299
free minutes/all networks		unlimited	unlimited
volné SMS/všechny sítě		unlimited	unlimited
free minutes/calling abroad in region 0 - 1		ne	1000 minutes ¹⁾
Internet in mobile - free data		1,2 GB	1,2 GB
duration of commitment		24 měsíců	no
contractual fine for premature termination of contract		price of minimum monthly payment x number of remaining months	no
discount - student		no	CZK 825

¹⁾ Free minutes for calls abroad in the region 0 - 1, after the limit of free minutes is consumed, calls are charged with the rate of 11.50 CZK/min.

Region 0: Russia, Slovakia, Ukraine, Vietnam and China.

Region 1: Andorra, Belgium, Denmark, Finland, France, Croatia, Gibraltar, Ireland, Italy, Jersey, Canada, Luxemburg, Hungary, Man, Monaco, Germany, Netherlands, Norway, Poland, Portugal, Austria, Greece, San Marino, Spain, Sweden, Switzerland, USA, Vatikan, Great Britain.

The company Air Telecom came with the offer of unlimited tariffs and offers it using network of another operator. Information concerning offer of tariffs of the company Air Telecom are specified in another part of this Chapter focused on the current situation on the market.

1.2 Another offers in the market

Telefónica

The company Telefónica increased, according to the price list of O₂ Voice services and another services of electronic communications, prices for access to the service of information on telephone numbers in the Czech Republic (with the possibility of subsequent connection of call to searched number for price of call of the number 1180). In April 2013 the price for access to this service increased by CZK 5.45 (i.e. from CZK 9.68 to CZK 15.13) and the price for one minute of realised call increased in April 2013 by CZK 1.82 (i.e. from CZK 9.68 to CZK 11.50). Therefore, the minimum price for call to the line 1180 from fixed network increased in total by 37.55 % (i.e. from CZK 19.36 to CZK 26.63). The service of digital television O₂ TV, in its price list O₂ Voice services and another services of electronic communications, valid from April 1, 2013, offers new price for the rent of set-top-box for service of digital television O₂ TV established from March 15, 2013 at the amount of CZK 49 per month instead of existing 150 CZK/monthly.

In the month of April 2013 the company Telefónica offered to its subscribers (natural persons) another price benefit of the service of fixed connection to the Internet or the service of digital television O₂ TV, in the form of discount from monthly flat fee at the amount of CZK 100. The condition for obtaining this acquisition offer is conclusion of contract for some flat mobile voice tariff from the new product series FREE and the commitment to use this tariff po for the period of 24 months. Starting from the 25th month this commitment is automatically prolonged by the same time with the proviso that subscriber has the right to refuse this automatic prolongation whenever pro futuro. Throughout the duration of this commitment to use the flat mobile voice tariff FREE, the customer is entitled to the discount of CZK 100 monthly, either from the service of fixed connection to the Internet or from the service of digital television O₂ TV, according to his/her choice. Existing consumption of both services is not necessary condition. Practical step to obtain specified monthly discount of CZK 100 is the active assignment of mobile number with the tariff FREE to the number of fixed connection on which specified services are provided.

On April 23, 2013 the company Telefónica promulgated press release in which it informs about the coverage of cities of Prague and Brno by transmitters of data network LTE (Long Term Evolution). It is the technology determined for high-speed Internet in mobile networks. According to the statement of the company Telefónica the extension of the operation of network 4G, which employs frequencies in the band of 1800 MHz, takes place regardless of upcoming Auction of frequencies prepared by the CTU. Starting from May 15, 2013 several tens of transmitters in the territory of the capital Prague will be launched allowing connection having speed of up to 75 Mbit/s, in particular, in urban areas of Prague 1, Prague 2, Prague 4 and Prague 10. Another urban areas, including Václav Havel Airport, should be covered before the end of July 2013. In Brno the coverage by LTE technology will be launched in October 2013.

Company Telefónica further advised that LTE connection could be used by customers from among households and companies within the framework of existing tariffs of Mobile Internet. To activate the services in the LTE network special SIM card³ and one LTE modem from the offer of the company Telefónica will be necessary. Currently it will not be possible to use LTE connection on one SIM card together with voice services. This service will be operational later.

The Table No.1 below illustrates survey of tariffs of Mobile Internet offering LTE connection .

³ It is a card with a chip necessary to log in the network for mobile telephones and modems.

Table No. 1: Survey of tariffs of Mobile Internet with LTE connection

Tariff conditions	Mobile Internet M	Mobile Internet L	Mobile Internet XL
price	CZK 303	CZK 505	CZK 757
speed	up to 20 Mbit/s	up to 20 Mbit/s	up to 75 Mbit/s
FUP	1 GB	3 GB	10 GB

Source: [Telefónica](#)

In its press release the company Telefónica also announced that within the framework of exchange of transmitters of the 3G network it will gradually introduce new technologies. Starting from May 15, 2013 the new version of the standard HSDPA⁴, allowing connection with the speed of up to 14,4 Mbit/s., will be launched in the whole 3G Telefónica network.

On May 7, 2013 the company Telefónica in its press release announced its financial and operational results for January - March 2013. During the first quarter the company acquired 78,700 new customers of mobile services.

In fixed network a year-on year increase of the number of users of Internet connection xDSL by 4.3 % to 921,000 was registered. However, more than 72 % of the total number of residential customers, who are within the reach of this technology, use high-speed VDSL connection. At the end of March 2013 the number of customers of the service O2 TV reached the level of 141,000, which is a year-on year increase by 2.1 % .

In the first quarter total consolidated operational results decreased, on a year-on year basis, by 4,4 % to CZK 11,902,000. Without influence of lower termination fees, operational results would be lower, on a year-on year basis, by 2,3 %, what is less than in the fourth quarter of 2012 (-2.7 %), mostly due to better development of a year-on year basis of mobile revenues.

Financial indicator OIBDA (operational profit before financial expenses, taxes, depreciation and amortization are included) reached the level of CZK 4,346,000 in the first quarter 2013. This represents, on a year-on year basis, decrease of 13.9 %, which was influenced by higher expenses for restructuring booked in the first quarter 2013 as compared to the year 2012 and positive impact of sale of 80% share of subsidiary company "Informační linky" in the first quarter of 2012. Fully comparable OIBDA (i.e. without inclusion of these items) would otherwise drop by 6 % on a year-on year basis.

T-Mobile

Starting from April 2013 the company T-Mobile no longer continues in active offering of packages 2v1 and 3v1 according to original conditions. New conditions specifying how to acquire price discount in fixed connection to the Internet were formulated. With both variants of fixed connection ADSL/VDSL Standard and ADSL/VDSL Premium customer will always receive single monthly discount at the amount of CZK 300 if he/she has simultaneously concluded contract for flat mobile voice tariff. This single mobile voice tariff will cheapen maximum of one service of Mobile Internet, one xDSL connection and one TV service simultaneously. If customer employs this offer he/she will pay in the variant ADSL/VDSL Standard reduced monthly price at the amount of CZK 404.83 instead of standard price of CZK 704.83/monthly. Similarly a customer employing the variant connection ADSL/VDSL Premium, is he/she concludes the contract for flat mobile voice tariff, will pay the price of CZK 499 /monthly instead of standard price of CZK 799 /monthly.

⁴ HSDPA (High Speed Downlink Packet Access) represents the technology of 3G networks (UMTS), which allows data flow towards the user (so-called downlink) with the speed of up to 14.4 Mbit/s.

On May 8, 2013 the company T-Mobile in its press release announced its financial and operational results for the first quarter of 2013. The company T-Mobile registered almost 5,600,000 customers employing mobile service. More and more customers are using some of flat tariffs: the number of tariff clients reached more than 3,100,000 what represents 56 % of customer's basis. The company T-Mobile gained 72,000,000 new customers of which 65,000 are tariff customers. At the end of the first quarter more than 2,400,000 clients used pre-paid card Twist. Average monthly churn (i.e. number of customers who ceased to use services of operator) registered slight decrease to 1.1 %.

In the first quarter of this year customers of mobile network T-Mobile spent in calling 134 minutes monthly on average, what is by 1.5 % more in comparison with the last year. Increase of consumption manifested itself in all fields, both in the number of minutes of calls, and the number of SMS's sent, however, particularly in the volume of data transferred, which increased, on a year-on-year basis, by 93 % and reached almost 1,307 terabytes.

Total sales of mobile and fixed services reached almost CZK 5,800,000,000 whereas sales of mobile services were almost CZK 5,100,000,000. Average monthly spending for mobile services of a customer was CZK 301 what is by 15.9 % less as compared to the previous year. Growth of utilization of data, which reflected itself in the share of non-voice services of sales from mobile services, increased by four percentage points to the record of 31 %.

UPC

Until the end of April 2013 the company UPC prolonged its special offer earmarked for new customers of the service digital television Klasik, Komfort and Mini. Privileged price offers are for on-line orders and include commitment of utilization of the service for the period of 12 months. In the service of digital television Klasik customers will pay monthly price of 156 CZK instead of standard CZK 265/monthly and will obtain one of packages Disputet, Relax or Darwin. Within the framework of the tariff of the service of digital television Klasik customer may use more than 40 Czech and Slovak programs, including 8 HD programs (instead of 7 HD programs offered in March 2013). For the service of digital television Komfort customers will pay, during validity of this special offer, for the period of six months, 375 CZK/monthly instead of standard price of 579 CZK/monthly and will use more than 80 programs including 17 HD programs (instead of 15 HD programs offered in March 2013). Customers, who ordered, within the framework of this special offer, the service of digital television Mini, will pay for this service monthly price of CZK 154 instead of standard price of CZK 222/monthly and will be able to watch, within the framework of this service, 20 Czech programs, including 6 HD programs. One-off price for connection of this service is CZK 100. Specified discounts are valid for the period of the first six months of utilization of the service of digital television Komfort and digital television Klasik.

Until the end of April 2013 the company UPC offered to its new customers, using the service of digital cable television, discount for additional packages. For example, for on-line purchase of packages of TV programs Relax, Disputet or Darwin, customer will pay CZK 69 /monthly only instead of original price of CZK 139/monthly.

In May 2013 the company Liberty Global announced its consolidated financial and operational results for the first quarter of 2013. One part of consolidation is the company UPC in the Czech Republic. During the first quarter of 2013 the Company UPC reached

sales at the amount of USD 57,500,000 (CZK 1,156,000,000⁵) as compared to the result of the first quarter of 2012 which was USD 57,500,000 (CZK 1,093,000,000⁶).

Air Telecom

Starting from April 15, 2013 the company Air Telecom offers new tariff for calls from fixed lines called "Domáci linka Mini PLUS". For the monthly price of CZK 199 customer will receive 30 free minutes which can be consumed for calls to all fixed and mobile networks in the Czech Republic and for calls to fixed networks to selected foreign destinations (for example, to neighbouring countries, but also to the USA or Great Britain). The tariff includes free calls within the framework of the network. After free minutes are consumed, customer will pay for a call outside the network to fixed lines the amount of CZK 0.81 /min. and for a call to mobile networks he/she will pay CZK 2.02 /min.

The company Air Telecom offers new mobile services in the GSM network in which a customer receives the tariff AIR Unlimited with unlimited calls to its own network and other networks for CZK 640 /monthly or the tariff AIR Unlimited Plus for CZK 680/monthly also with unlimited calls but also with unlimited sending of SMS's to all networks. Part of both tariffs is the Internet in mobile with 1 GB of free data. More detailed information concerning the offer of other tariffs, specifying monthly prices, are given in the following Table No. 2.

Table No. 2: Comparison of offers of tariffs within the framework of GSM network

Tariff	Price with commitment	Call/SMS other networks	Price per minute/SMS own network	Price per minute/SMS other networks	Internet in mobile
AIR Mini	CZK 140	60 minutes/20 SMS	0,00/1,01	2,50/1,50	no
AIR Relax	CZK 290	200 minutes/100 SMS	0,00/1,01	2,50/1,50	no
AIR Unlimited	CZK 640	unlimited/ without free units	0,00/1,01	0,00/1,01	1 GB
AIR Unlimited Plus	CZK 680	unlimited/ without free units	0,00/0,00	0,00/0,00	1 GB

Source: [Air Telecom](#)

1.3 Start of operation of two harmonized services with social value

The CTU informs that in recent weeks the civic association "Lost child" put into operation two free telephone numbers for voice services „Hot line for cases of missing children“ (number 116 000) and „Helpline providing emotional support“ (number 116 123). The CTU promulgated the license for the utilization of these European harmonized telephone numbers in the second half of the last year.

Hot line for cases of missing children provides, inter alia, free professional assistance, support and advice to persons responsible for missing or lost child. It accompanies them in further steps inevitable for finding child. It also receives reasonable information from public concerning missing people and collaborates with the Police of the Czech Republic.

Helpline also offers anonymous and free professional help to all vulnerable adult people in acute crisis contemplating suicide or suffering from long-term crisis or loneliness.

More information concerning operation and provision of professional assistance can be found on the Internet pages of civic association "Lost child" [here](#). Survey of all harmonized numbers of domestic number extent „116“ for harmonized services with social value, including their characteristics and special conditions for their operation, can be found

⁵ The company Liberty Global, when reporting its results, recalculates an amount with the help of average rate of exchange for the first quarter of 2013 at the amount of 20,113 CZK/USD.

⁶ The company Liberty Global, when reporting its results, recalculates an amount with the help of average rate of exchange for the first quarter of 2012 at the amount of 19,009 CZK/USD.

on the Internet address of the CTU [here](#). Candidates may find here also references to decisions of the European Commission regulating operation of these services.

1.4 New technologies – Spectrum for new application and services

On April 9, 2013 the workshop titled "Dynamic Spectrum Access: The Future of Wi-Fi & the Internet of Things" was held in premises of the company Squire Sanders in Berlin. In connection with development applications for non-personal communication known as „Internet of things“ or M2M (Machine to Machine Communication), came the issue of accessibility of spectrum for their deployment, because we can expect extraordinary frequency of operated facilities. Their fastest access could be ensured by deployment of so-called unlicensed spectrum. Their extent has, however, its limits. Number of applications, for example sensors of systems of the type „Smart Metering“, require penetration of radio waves through buildings what, simultaneously, brings about utilisation of bands under 1 GHz. In the situation when, at the same time, the ways how to expand usable spectrum for high-speed communication in the European and global scale are sought for, logical result is the effort to identify and employ all potential sources of the spectrum, including sharing. It is the use of so-called white spots in the bands employed for terrestrial television broadcasting (and with sufficiently big dimensions also for the applications of the type „Smart Car“) and including potentially principal changes in arrangement of the bands. These changes can be demonstrated, for example, by the development in neighbouring Germany, where, as a result of departure of the group RTL from terrestrial broadcasting and other indications, the Institute for communication technology developed a study of future arrangement of the UHF band including the alternative of retreat from terrestrial television broadcasting – see [Proposals for UHF bands in Germany](#).

2. The Theme of the month – Information on complaints of subscribers, and/or users of services of electronic communications and postal services for the first quarter of 2013

During April the CTU evaluated the situation in the field of complaints of users of services of electronic communications for the first quarter of 2013. Within the framework of its competency the CTU handles complaints and queries of subscribers and/or users of services of electronic communications, nature of which is obvious from the Table No. 2. On January 1, 2013 [the Act No. 221/2012](#), became effective on the basis of which actual completion of liberalization of the market of postal services was effected in harmony with requirements of the so-called „Third postal Directive“. In this connection relatively principal changes in powers of the CTU were performed, and the Office was entrusted, inter alia, with powers of performance of State control in the field of postal services. Starting from January 1, 2013, consumers may address the CTU also in the field of postal services. Therefore, assessment of complaints concerning postal services can be found in Part 2 of this information.

Services of electronic communications

The CTU monitors, registers and evaluates complaints of subscribers and/or users of services of electronic communications since 2007, and in the middle of 2007 more detailed division of registration of these complaints was introduced orientated at monitoring of complaints concerning provision of partial services within the framework of Universal service, which were imposed on entrepreneurs by the decision of the CTU as the obligation.

Another change in the division of complaints took place since January 1, 2012 in connection with approval of the Act No. 468/2011 Coll., amending the the Act No. 127/2005

Coll., on Electronic communications and some other Acts (inter alia the Act No. 634/1992 Coll., on Protection of Consumer), and by which the CTU was entrusted, within the meaning of Section 23 Para. 15 of the Act No. 634/1992 Coll., on Protection of Consumer, with surveillance over protection of consumer in the field of services of electronic communications, specifically to enforce fairness of services provided, solution of unfair commercial practices, aggressive commercial practices, observance of prohibition of discrimination of consumer, control of observance of fulfilment of information and other commitments in provision of services of electronic communications. On the basis of the above mentioned power of attorney consumer issues and queries were also included in the survey.

Complaints can be divided into groups according to several aspects. The first one is the method of settlement according to which complaints can be divided into following three categories:

- Complaint is settled by the CTU within the framework of its competencies regulated by the Act No. 127/2005 Coll., on Electronic Communications and the Act No. 634/1992 Coll., on Protection of consumer. The CTU informs subscriber/user, who submitted complaint, how he/she should proceed against provider of the service pursuant to the Act on Electronic Communications (for example, how to enforce the claim against provider of the service), or that the complaint is an incentive for further investigation pursuant to the Act on Electronic Communications or the Act on Protection of consumer, and/or that it is a stimulus for exercise of State control or for the promulgation of a call pursuant to Section 114 of the Act on Electronic Communications demanding elimination of identified deficiencies.
- The CTU cannot settle complaint in question because it is incompetent to take decision in respective matter and within the framework of its competencies. In this case it informs complainant who is competent to settle the complaint, and/or, that it delegates the complaint to competent authority (for example, cases of deceitful advertisement, unsolicited commercial communication, non-ethical acquisition of customers, protection of personal data etc.).
- The CTU finds the complaint unfounded and informs complainant about baselessness of complaint because no obligation, stipulated in the Act on Electronic Communications, the Act on Protection of consumer, implementing regulations to these Acts, and/or, decisions of the CTU, was violated.

During the first quarter of 2013 the CTU registered altogether 751 complaints of subscribers/users. Out of this number the CTU settled 558 complaints with the help of procedure pursuant to the Act on Electronic Communications (i.e. 74.3 % of the total number), the CTU was incompetent to resolve 116 complaints and delegated them to competent authority (i.e. 15.4 % of the total number) and 77 complaints were unfounded (i.e. 10,3 % of the total number).

As compared to the total number of complaints in the fourth quarter of 2012 a slight increase of the number of complaints was registered in the first quarter of 2013 by 30 complaints (i.e. 4.1 %). As compared to the first quarter of 2012 with the first quarter of 2013 the number of complaints increased by 176 complaints (i.e. by 30,6 %). Year-on-year increase of complaints consists primarily of conspicuous share of the number of complaints in the field of protection of consumer, where the CTU is materially competent body from January 1, 2012. The greatest number of complaints in this field concerns particularly the issues of deceitful commercial practices within the meaning of the Act on Protection of consumer.

In the reporting period also the number of complaints, which the CTU is materially incompetent to resolve, remained the same, in the greatest extent the services of third

parties participated in this increase – primarily so-called Premium SMS's and audio textual services. Inasmuch as there are not the services of electronic communications also APMS was continuously informed about this situation. In this period the greatest number of complaints in this respect related to the company DIMOCO.

Complaints according to their material subject

As far as services of electronic communications are generally concerned, most complaints are those relating to settlement of prices for services. There are 211 complaints, what is 28 % of the total number. These complaints are resolved by providing legal advice to complainant or these cases are decided in administrative procedure pursuant to Section 129 of the Act on Electronic Communications (subscriber disputes) as objections against the settlement of claim concerning the price of provided services. As compared to the fourth quarter of 2012, slight increase of the total number of complaints concerning services of electronic communications was registered in the first quarter of 2013 by 28 complaints (i.e. by 7.4 %).

Another area which is the target of majority of complaints are subscriber contracts – altogether 110 complaints. As compared to the previous period, slight increase of 2.8 % in the number of complaints was registered. However, as compared to the period of 2012, a slight decrease of 6 % was registered. Majority of complaints are against subscriber contracts of the company T-Mobile and Telefónica, there are, in particular, contracts for a definite period of time. The CTU is strongly committed to the issues of subscriber contracts, particularly in connection to the analysis of contractual conditions of mobile operators during the second half of 2012 and subsequent steps towards mobile operators.

As far as the issues of telephone number portation are concerned, in the monitored period, as compared to the fourth quarter, increase of the number of complaints was registered against service of number portation in mobile network, and namely to 40 complaints (i.e. increase by 29 %). In percentage terms this increase seems to be relevant, however, in absolute figures it was the increase in units of cases only. However, the CTU, in connection with the issues of portability of telephone numbers in mobile network, registered, in the period monitored, practices of companies Telefónica, Vodafone and T-Mobile described in the number of complaints and queries of subscribers, according to which employees of help lines of operators informed subscribers that the process of portation of numbers is subject to „some“ approval of the CTU, and therefore "it all takes so long". The CTU strongly protested against such an obviously false and misleading information and sent to all above mentioned companies letter in which it strongly urges them to seek redress.

The CTU registered another, however only slight decrease of the number of complaints in consumer agenda by 7 complaints (thus by 5.5 %). Major part of complaints in this field still represent complaints against providers of services of satellite television Skylink and CS Link, the company M7 Group S.A. (formerly M77 Group S.A.). Subscribers, in addition to well-known issues of introduction of service fee, are complaining particularly against unavailability of customer line of provider, and/or against malfunction of decoding card caused by transition from original coding system CryptoWorks to the new system Irdeto. In justified cases subscribers are advised to enforce a claim pursuant to relevant provision of the the Act on Electronic Communications with subsequent option to raise objections against settlement of the claim. In cases of complaints concerning incompatibility of decoding cards Irdeto with older kinds of receiving equipment, subscribers are informed that the change of coding technology was effected already by original providers of services, the company Media Vision, spol. s r.o. (with the service CS Link) and TradeTec a.s. (with the service Skylink), several years before it was announced that service fee will be introduced (for example, with the service CS Link, gradual exchange of cards for reason of the change of coding system was announced in the press release already in February 2010). According to general conditions of original providers, as according to currently valid conditions of both services, the user is bound to acquire end device at his/her own expense if he/she is interested in

utilization of both services. Therefore, the CTU recommends to consumers to thoroughly study contractual conditions valid at the time of conclusion of contract before raising claim against services for this reason.

In this connection it should be stressed that in the period monitored the company M7 Group S.A. and the company UPC DTH s.a.r.l. were subject to administrative procedure for suspicion of perpetration of administrative offence resting in doing business in the field of electronic communications without proper notification, for which offence the companies in question were imposed the fine at the amount of CZK 20,000,000 in April.

The number of complaints against the services provided within the framework of the Universal service is minimum in the long term, in the first quarter 2013 the CTU registered only one complaint against services provided within the framework of Universal service.

Complaints according to provider of service

The following table records only complaints against approach of biggest providers of services of electronic communications, taking respect of their prevailing share both in the number of subscribers/users of services, and in the number of complaints. The survey of the number of complaints against approach of selected providers of services is brought forward in Table No. 1. The Table No. 1 takes also into consideration queries of subscribers concerning individual providers. As in the previous period, complaints against the company M7 Group S.A. (formerly M77 Group S.A.), were not taken into consideration, because, until now, this company has not notified itself as entrepreneur providing publicly available services of electronic communications in the Czech Republic. In total 113 complaints were filed against this company, what is 15 % of the total number of received complaints and queries.

Table No. 1

	Company	Number of complaints and queries	Relation of number of complaints and queries to the number of subscribers/users of relevant company ¹⁾ (‰)	Relation of number of complaints and queries to the total number of complaints and queries (%)
1.	LIVE TELECOM	19	0,608	1,0
2.	MobilKom	6	0,081	0,3
3.	Vodafone CZ	143	0,045	7,5
4.	T-Mobile CZ	241	0,046	12,6
5.	Telefónica CZ	392	0,055	20,4
6.	UPC CZ	80	0,072	4,2

¹⁾ Number of all subscribers/users as per 31. 12. 2012.

The CTU began to register queries against services of electronic communications on January 1, 2012. These queries are thematically divided similarly to complaints (see Table No. 2) Therefore, during the first quarter of 2013 altogether 1168 queries were registered what is by 299 queries more than in the preceding quarter. Besides queries dealing with the issues of conditions of doing business in electronic communications and promulgation of licences pursuant to provisions of Section 26 of the Act on Electronic Communications (37.5 %), greater part of these queries were formed by consumer questions. Similarly to complaints, significant part of queries dealt with the issues of settlement of prices for services (19.8 %), subscriber contracts (11.2 %) and also with the issues of services of third parties – Premium Services and audiotextual services (3.6 %). In the monitored period also increase of number of queries concerning portability of numbers in mobile network was registered (by 96 %). The issues of portability of numbers formed 4,5% of the total number of queries .

The survey of the total number of complaints and queries during the first quarter of 2013 is shown in the Table No. 2 and illustrated in the Graph No. 1. Development of number of complaints against na service of electronic communications in year-on-year comparison from the period of the first quarter of 2012 until the first quarter of 2013 are shown in the Graph No. 2. Number of complaints, as compared to identical periods of past years, is shown in the Graph No. 3. The Graph No. 4 shows relation between the number of complaints and the number of subscribers of given companies (in ‰) from the first quarter of 2012 until the first quarter of 2013.

Tabulka č. 2

Český telekomunikační úřad

Stížnosti a dotazy účastníků / uživatelů¹⁾ za I. Q 2013

Předmět	Dotazy	Stížnosti				Stížnosti celkem ⁽⁰⁾	Vyřizeno ve prospěch účastníka / uživatele ⁽¹⁾	Celkem ⁽²⁾
		Způsob vyřízení						
		Poskytnutí informací						
		Postup podle zákona ³⁾	Nedošlo k porušení zákona ⁴⁾	Nepříslušnost Úřadu				
a	b	c	d	e	f	g	h	
1. 1 Služby elektronických komunikací	427	350	36	19	405	796	832	
2 nezřízení služby elektronických komunikací	2	2	6	0	8	4	10	
3 kvalita služby elektronických komunikací	28	27	6	0	33	55	61	
4 účastnické smlouvy	131	94	14	2	110	227	241	
5 nesposkytování služby elektronických komunikací v souladu se smlouvou	26	21	2	5	28	52	54	
6 aktivace nevyžádané služby elektronických komunikací	9	9	0	6	15	24	24	
7 nesouhlas s vyúčtováním	231	197	8	6	211	434	442	
2. 8 Radiokomunikační služby	2	0	0	0	0	2	2	
3. 9 Přenositelnost telefonního čísla v mobilní síti	53	36	3	2	40	90	93	
4. 10 Přenositelnost telefonního čísla v pevné síti	2	4	1	0	5	6	7	
5. 11 Nezřízení nebo přeložení telefonní stanice	2	0	0	0	0	2	2	
6. 12 Služba zákaznické podpory poskytovatele služeb elektronických komunikací	1	3	3	0	6	4	7	
7. 13 Způsob získávání zákazníků ze strany poskytovatelů a dealerů	2	1	0	0	1	3	3	
8. 14 Příjem TV signálu v souvislosti s digitalizací vysílání	19	0	2	0	2	19	21	
9. 15 Klamavá reklama	1	1	1	0	2	2	3	
10. 16 Ochrana spotřebitele²⁾	22	100	16	4	120	126	142	
17 dodržování poctivosti poskytování služeb (§ 3 ZOS)	0	0	0	0	0	0	0	
18 nekalé obchodní praktiky ³⁾ (§ 4 ZOS)	9	3	4	3	10	15	19	
19 klamavé obchodní praktiky (§ 5 ZOS)	9	96	12	1	109	106	118	
20 agresivní obchodní praktiky (§ 5a ZOS)	1	0	0	0	0	1	1	
21 zákaz diskriminace spotřebitele (§ 6 ZOS)	0	0	0	0	0	0	0	
22 informační povinnosti (§ 9 až 10 a § 11 až 13 ZOS)	0	0	0	0	0	0	0	
23 další povinnosti při poskytování služeb elektronických komunikací (§ 15 až 16 a § 19 ZOS)	3	1	0	0	1	4	4	
11. 24 Univerzální služba	1	1	0	0	1	2	2	
25 přístup zdravotně postižených osob k veřejně dostupné telefonní službě ⁴⁾	1	1	0	0	1	2	2	
26 veřejné telefonní automaty ⁵⁾	0	0	0	0	0	0	0	
27 přístup a možnost využívání služeb osobami s nízkými příjmy ⁶⁾	0	0	0	0	0	0	0	
12. 28 Ostatní⁷⁾	636	63	15	91	169	790	805	
29 telefonní seznamy	6	1	0	1	2	8	8	
30 informační služba o telefonních číslech účastníků	4	0	0	0	0	4	4	
31 služby třetích stran - premium SMS	42	12	5	38	55	92	97	
32 služby třetích stran - audiotextové služby	16	4	0	10	14	30	30	
33 obtěžující a nevyžádaná volání	26	13	2	9	24	48	50	
34 nabízení marketingové reklamy v rozporu s § 96 ZEK	3	1	1	2	4	6	7	
35 komunikační síť, ochranná pásma a využívání cizích nemovitostí	17	0	3	1	4	18	21	
36 podnikání v elektronických komunikacích	209	0	0	0	0	209	209	
37 zkouška odborné způsobilosti (§ 26 ZEK)	229	0	0	0	0	229	229	
38 pokrytí signálem TV a GSM	23	0	0	5	5	28	28	
39 ochrana osobních údajů	6	0	0	1	1	7	7	
40 různé	55	32	4	24	60	111	115	
CELKEM	1168	558	77	116	751	1842	1919	

Překlad Tabulky č. 2 :

Table No. 2

The Czech Telecommunication Office

Complaints and queries of subscribers/users¹ for the First Quarter of 2013

Předmět = subject stížnosti = complaints dotazy = queries
 způsob vyřízení = method of settlement
 poskytnutí informací = provision of information
 postup podle zákona = procedure pursuant to the Law
 nedošlo k porušení zákona = the Law was not violated
 nepříslušnost Úřadu = non-competency of the Office
 stížnosti celkem = complaints in total

vyřízeno ve prospěch účastníka/uživatele = settled in favour of subscriber/user
celkem = in total

1. Services of electronic communications

non-delivery of service of electronic communications
quality of service of electronic communications
subscriber contracts
non-delivery of service of electronic communications in harmony with the contract
activation of non-solicited service of electronic communications
disagreement with the contract

2. Radiocommunication services

3. Portability of telephone number in mobile network

4. Portability of telephone number in fixed network

5. Non-establishment or transfer of telephone station

6. Service of customer support of provider of services of electronic communications

7. The way of acquisition of customers from the part of providers and dealers

8. The reception of TV signal in connection with digitalisation

9. Misleading advertisement

10. Protection of consumer

Observance of honesty in provision of services (Section 3 of the AEC)
unfair commercial practices (Section 4 of the AEC)
misleading commercial practices (Section 5 of the AEC)
aggressive commercial practices (Section 5a of the AEC)
ban on discrimination of consumer (Section 6 of the AEC)
obligations of information (Section 9-10 and Section 11-13 of the AEC)
another obligations in provision of services of electronic communications (Section 15-16
and Section 19 of the AEC)

11. Universal service

the access of handicapped persons to publicly available telephone service
publicly available telephones
access and possibility to use services for persons with low incomes

12. Others

telephone directories
information service on telephone numbers of subscribers
gradual repayment of the price for establishment of connection to public telephone
network
free of charge selective prevention of outgoing calls for the subscriber
free of charge itemized price charging for the consumer
services of third parties
harassing and non-solicited calls
marketing calls
communication networks, protection bands and utilization of other subjects' real
estates
entrepreneurship in electronic communications
test of professional qualification (Section 26 of the AEC)
coverage by the signal of TV and GSM
protection of personal data
miscellaneous

IN TOTAL

LEGENDA - TABLE NARRATIVE :

1) They are not the complaints pursuant to Section 175 of the Act No. 500/2004 Coll., the Administrative Order, as amended by the Act No. 413/2005 Coll. They are not the objections

against the settlement of warranty claim concerning publicly available service of electronic communications, nor any other subscribers's disputes resolved in the administrative proceedings. Complaints and queries are registered in the phase of settlement.

2) Pursuant to the Act No. 634/1992 Coll., on the Protection of Consumer, as later amended.

3) There are commercial practices in harmony with provisions of Section 4 of the Act on the Protection of Consumer, according to which commercial practice is unfair if actions of entrepreneur towards consumer are in contradiction to requirements of professional care and is capable to influence his/her decisions so that he/she may take a decision which he/she would never made. Unfair commercial practices are, in particular, misleading and aggressive commercial practices.

4) The decision No. 44 813/2009-610/IVII. vyř. dated June 23, 2009, on Imposition of the obligation to provide, within the framework of the Universal service, the partial service – the access of handicapped persons to publicly available telephone service, which is equivalent to the access employed by other end users, particularly by means of specially equipped telecommunication end devices, pursuant to Section 38 Para. 2 Letter f) of the Act of Electronic communications.

5) The decision No. 466/2006-610/II.. vyř. dated March 13, 2006, as amended by the decision No. 20 583/2008-610/IX., vyř. ref.No. 63 465/2009-610/IX. and ref.No. 100 041/2010-610/VI. vyř., by which the obligation was imposed to provide, within the framework of the Universal service, the partial service – services of public telephones.

6) The decision ref.No. ČTÚ-43 632/2011-610/VI. vyř., dated June 7, 2011 concerning the imposition of the obligation within the framework of the Universal service, to allow persons having special social needs, pursuant to Section 38 Para. 4 of the Act of Electronic communications and in harmony with Section 44 and Section 45 of this Act, the choice of prices or price plans different from price plans provided under normal commercial conditions, so that these persons have the access and could utilise partial services and publicly available telephone service.

7) It is a different type of complaint mentioned, cannot be included into points 1 to 10.

8) It is a provider of services of electronic communications and provider of contents specified in the remark .

9) It is the Act on Electronic Communications and in case a complaint or query deals with protection of consumer then it is the Act on Protection of Consumer.

10) It includes complaints – procedure pursuant to the Act on Electronic Communications (column c) – complaints - the Act on Electronic Communications was not violated (column d) and complaints - non-competency of the Office (column e).

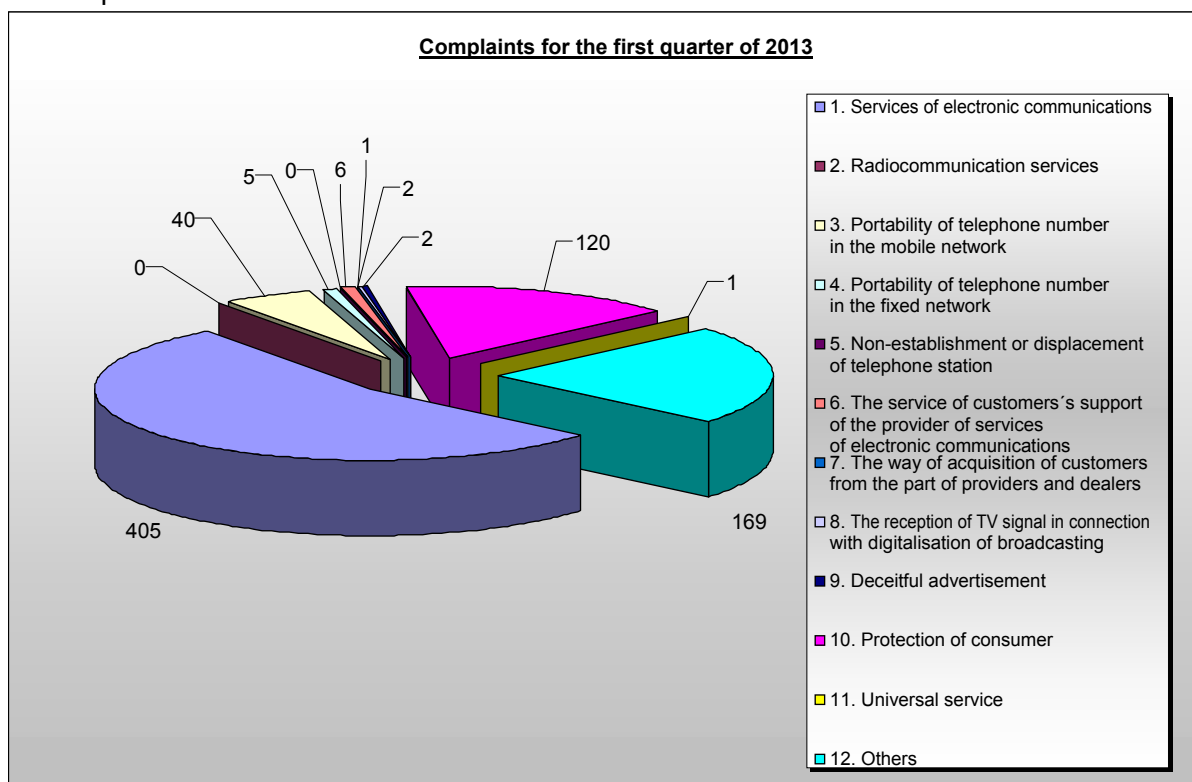
11) It includes complaints (column b) – procedure pursuant to the Act on Electronic Communications (column c) and complaints - non-competency of the Office (column e).

12) It includes queries (column b), complaints – procedure pursuant to the Act on Electronic Communications (column c), complaints - the Act on Electronic Communications was not violated (column d) and complaints - non-competency of the Office (column e).

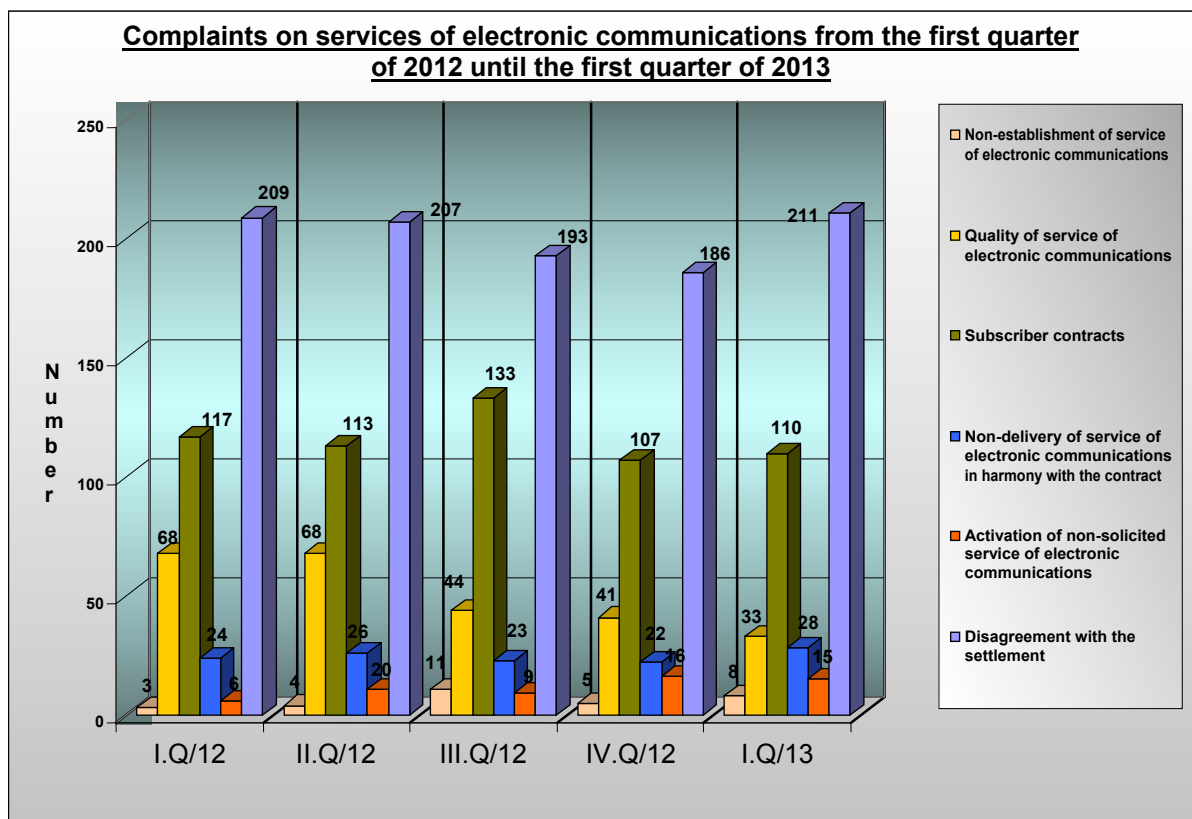
ZEK – the Act No. 127/2005 Coll., on Electronic communications and amendments of some related Laws (the Act on Electronic Communications), as amended by subsequent Laws.

ZOS - the Act No. 634/1992 Coll., on the Protection of Consumer, as later amended.

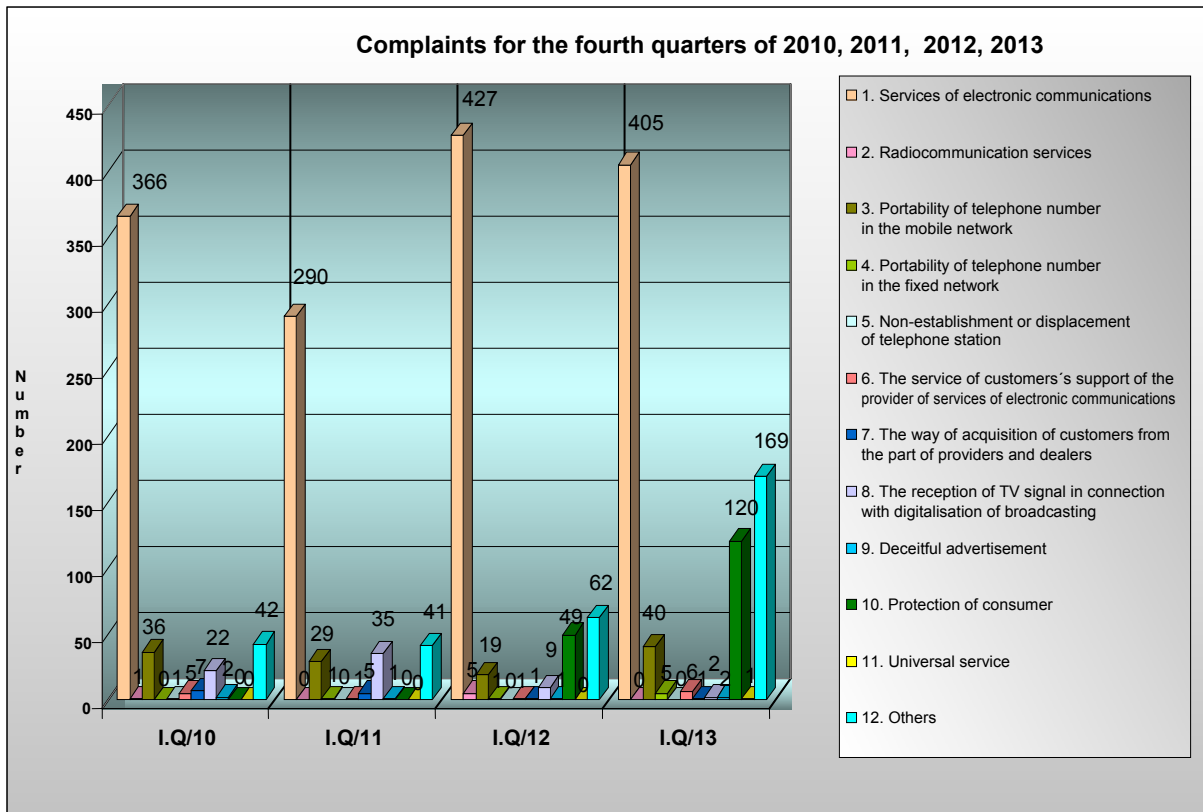
The Graph No. 1



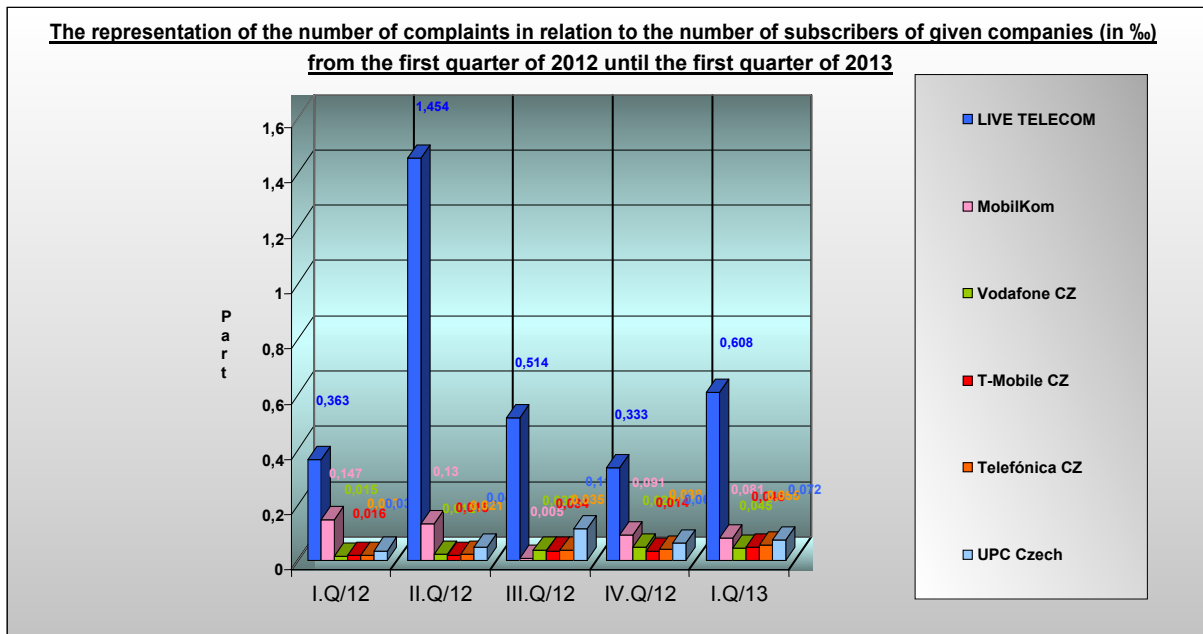
The Graph No. 2



The Graph No. 3



The Graph No. 4



Postal services

During the period monitored the CTU registered altogether 12 complaints against basic postal services pursuant to provisions of Section 3 of the Act on Postal services. Of these complaints 10 were resolved in favour of consumer. From the perspective of individual basic services in five cases it was the service of delivery of postal shipments of 2 kgs maximum, in four cases it was the service of delivery of postal packages of 10 kgs maximum. These two services participate on 75% of all complaints in the period monitored. Remaining 3 complaints related to the service of delivery of amounts by money order, the service of delivery or recommended shipments and basic foreign postal services. In 92 % of registered cases complaints concerned the Česká pošta, s. p.

The CTU registered queries concerning basic postal services in three cases of which two related to the service of delivery of postal shipments of 2 kgs maximum and one service of delivery of amount by money order.

The CTU further received 13 complaints against postal service concerning basic parameters for provision of postal services, as are, for example, long waiting times, office hours of post offices, delivery of postal shipments, settlement of claims, etc.

The total of 13 complaints is mostly represented by delivery of postal shipments, namely seven times, change of depository post office twice and settlement of claims twice. Altogether three registered queries related to delivery of postal shipments, settlement of claims and postal shipments to/from abroad. Also here, as frequency of complaints and queries are concerned, clearly predominates Česká pošta, s. p. as provider of postal services.

Requests for information concerned communication of approval of the amount collected for fee in connection with change of SIPO and checkup of non-delivery of shipments for specific persons.

How it is evident from registered complaints and queries against postal services, significant part of complaints and queries is represented by „human factor“ of operators of postal services, which causes dissatisfaction of customers with services of Česká pošta, s. p. As an example may serve frequently recurrent factors of performance of postal services, as are failure to inform addressee about shipment, non-delivery of undelivered shipments, deposition in other than depository post office, failure to make attempt of delivery of shipment, non-observation of announced deadline of delivery of shipment, long waiting times for operators in letter counters, behaviour of employees of Česká pošta to customers, etc.

2. Regulatory measures

Market analysis

Market No. 2 – Call origination on the public telephone network at a fixed location

The CTU exercised settlement comments received within the framework of public consultation concerning the proposal of the Measure of General Nature ([A/2/XX.2013-Y](#)) - the Analysis of the market No. 2 – Call origination on the public telephone network at a fixed location. Within the framework of public consultation comments were submitted by [three subjects](#). The CTU published [Table of settlement of comments](#) including communication of result of public consultation on its Internet pages on April 15, 2013.

Market No. 3 – Call termination on individual public telephone network provided at a fixed location

On April 25, 2013 the CTU organized working meeting with representatives of operators and professional public focused on the proposal of the analysis of relevant market No. 3 – Call termination on individual public telephone network provided at a fixed location. This working

meeting made possible the consultation of the proposal of the analysis exceeding the framework of the Act on Electronic Communications. On May 13, 2013 the CTU submitted proposal of the analysis of relevant market to public consultation pursuant to Section 130 of the Act on Electronic Communications.

Markets nos. 4 and 5 – Comments to proposals of analyses

On April 26, 2013 the CTU published on its Internet pages communication on the prolongation of the deadline for application of comments to proposals of analyses of relevant markets No. 4 – Wholesale (physical) access to the infrastructure of network (including shared or full unbundling of subscriber local loop) in fixed location and No. 5 – Wholesale broadband access in networks of electronic communications. On the basis of decision of the Council of the CTU dated April 24, 2013, the deadline for application of comments to proposals of analyses of relevant markets has been prolonged until May 22, 2013. Original deadline for application of comments was one month from the day of publication of call, therefore until May 9, 2013.

Market No. 6 – Wholesale terminating segments of leased lines irrespective of the technology used to provide of leased or dedicated capacity

The CTU informs that on May 14, 2013 it organized the working meeting with professional public concerning the proposal of the Analysis of relevant market No. 6 – Wholesale terminating segments of leased lines, irrespective of the technology used for provide leased or dedicated capacity.

Market No. 7 – Voice call termination on individual public mobile telephone networks

The CTU prepared the draft proposal of the Analysis of relevant market No. 7 – Voice call termination on individual public mobile telephone networks. The CTU will discuss the draft with professional public on working meeting on May 22, 2013.

Regulation of prices of services of wholesale (physical) network infrastructure access

On April 26, 2013 the CTU sent for notification to the European Commission the draft decision on price, which stipulates maximum prices for services of access and collocation of the company Telefónica. More information concerning this draft decision can be found in [Monitoring Report for February 2013](#), page 9. The European Commission has one month's deadline for the promulgation of Decision on price in this case.

Regulation of termination prices in mobile networks

In April 2013 the Municipal Court in Prague decided about the proposal of the company Telefónica to grant suspensive effect to the Decision on price No. CEN/7/12.2012-5 and rejected the proposal. The Municipal Court already decided the similar case of proposal of the company Vodafone (Decision on price č. CEN/7/12.2012-7). All three regulated mobile operators (T-Mobile, Telefónica, Vodafone) brought actions against the decision on price stipulating maximum regulated prices for termination in mobile networks according to the methodology „pure“ LRIC in harmony with the Recommendation of the European Commission (more information can be found in [Monitoring report for the month of February 2013](#), page 9).

3. Disputes pursuant to Section 127 of the Act on Electronic Communications

Proceedings initiated in April 2013

In April 2013 there were no proceedings initiated pursuant to Section 127 of the Act on Electronic Communications.

Proceedings terminated as legally effective or returned to new hearing in April 2013

In April 2013 there were no proceedings terminated as legally effective or returned to new hearing concerning disputes pursuant to Section 127 the Act of Electronic Communications.

5. Universal service

During the month of April the CTU completed assessment of monitoring of commercial provision of services corresponding to partial services in the extent of Universal service pursuant to Section 38 Para. 2 Letter a) to d) and g) of the Act on Electronic Communications, where no obligation of their provision is currently imposed. The CTU published the Report on results and conclusions of monitoring for the period of the year 2012 on May 3, 2013 on its Internet pages.

The Report does not include assessment of provision of other partial services specified in Section 38 of the Act of Electronic Communications, where the CTU decided on the imposition of obligation of their provision by determined entrepreneur.

Measure of General Nature No. 5

On April 29, 2013 the CTU completed public consultation pursuant to the [call](#) for application of comments to the draft Measure of General Nature No. OOP/5/XX.2013-Y, which amends the Measure of General Nature No. OOP/5/11.2007-14 defining the content, form and method of publishing information on the results of universal service provision, published on the web pages of the CTU and asking for application of comments. Only [one subject](#) sent comments. The CTU will publish settlement of comments and final text of the Measure of General Nature during May.

6. Inspection activities

Inspection activities in the field of provision of services and support of networks of electronic communications and in the field of postal services.

Services of electronic communications

During the month of April the CTU performed the following inspection activities which were focused at :

A) Performance of communication activities without authorization

In the period monitored the CTU performed eight inspections focused on verification of conditions necessary for the performance of communication activities on the part of controlled subjects. In three cases the Office discovered performance of communication activities without authorization and will launch administrative procedure with subjects concerned. In Jiříkov, in Děčín district, the CTU discovered business activities (provision of services of access to the Internet network) without notification since 2009. For perpetration of offence resting in business activities in the field of electronic communications without licence, the CTU imposed fines on companies M7 Group S.A. and UPC DTH S.á.r.l., both having their judicial

headquarters in Luxemburg, operating services of satellite television Skylink and CS Link, and/or freeSAT. The CTU imposed on each of the above mentioned companies the fine at the amount of CZK 20,000,000.

B) Observance of conditions of general authorization for the utilization of radio frequencies

The CTU performed 40 inspections within the framework of inspection of observance of general authorization No. VO-R/12/09.2010-12 for the utilization of radio frequencies and operation of devices for broadband transmission of data within the bands of 2.4 GHz to 66 GHz. In 12 cases the CTU discovered violation of Law which will be solved with the help of call asking for elimination of deficiencies and administrative procedure will be launched in this case. Deficiencies rest mainly in utilization of frequencies within the bands 5,150 MHz to 5,350 MHz outside the building.

Furthermore, the CTU focused on inspection of utilization of radio frequencies without license. It performed altogether five inspections focused on subjects whose individual authorization's validity terminated. In one case the CTU discovered utilization of frequencies without license and launched administrative procedure in this matter.

Within the framework of another inspection the CTU focused on the observance of conditions of individual license for utilization of radio frequencies. The Office performed 94 inspections of observance of conditions of individual license for utilization of radio frequencies. The CTU promulgated 12 calls asking for elimination of deficiencies. The inspection of operation of equipment of radio service (FM transmitters) in Litoměřice the CTU discovered violation of conditions of license resting in non-observance of determined radiation pattern of the antenna.

C) Inspection of numbers for the purposes of administration of numbers (number inspection calls)

In April 2013 the CTU performed 557 inspection calls. On December 31, 2012 validity of license for the utilization of numbers of number series 226 07x xxx terminated without asking the CTU for prolongation of validity of license. Out of tested numbers the CTU did not discover any case or utilization of number without licence for its utilization.

D) Determination of sources of jamming of operation

In order to protect operation of electronic communication facilities and networks, provision of services of electronic communications or operation of radiocommunication services, the CTU performed altogether 87 local investigations. In 10 cases the CTU promulgated the call demanding elimination of jamming. In several cases the CTU discovered Wi-Fi routers and radiating active television antennas as sources of jamming. In Děčín, at the gas station, the CTU discovered jamming of remote locking of vehicles, caused by transmitter transferring telemetric data between the box for hand washing of cars and sewage treatment plant.

E) Collaboration with the Česká obchodní inspekce (ČOI)

During the inspection of sellers of telecommunication terminal and radio devices within the framework of collaboration between the CTU and the ČOI, the sale of radio controlled models of automobiles, working in the band of 41 and 49 MHz and wireless earphones in the band of 86 MHz, was discovered. These radio facilities cannot be operated in the Czech Republic without individual authorization for the utilization of radio frequencies. The CTU and the ČOI also discovered the sale of wireless doorbells working in the band of 308 MHz reserved for the Ministry of Defence of the Czech Republic. Deficiencies discovered are resolved by the ČOI within its competence.

Přehled kontrolní činnosti při výkonu státní kontroly elektronických komunikací za měsíc duben 2013

Druh činnosti	Počet osvědčení nebo kontrol		Počet výzev k odstranění nedostatků	Počet zaháj. SR	Počet vyd. rozh. *)	Rozhodnuto ve prospěch		Uložené pokuty	
	Celkově	Z toho				účastníka	poskytovatele	počet	výše v Kč
1. Počet vydaných osvědčení o oznámení podnikání (§14 ZEK)	18								
2. Počet změn osvědčení o oznámení podnikání (§14 ZEK)	29								
3. Výkon komunikační činnosti bez osvědčení	8			5	3			3	40050000
4. Dodržování podmínek všeobecných oprávnění	41		12	34	16			16	195000
a) k zajišťování veřejných komunikačních sítí a přiřazených prostředků		0	0	10	0			0	0
b) k poskytování služeb elektronických komunikací		1	0	0	0			0	0
c) k využívání rádiových kmitočtů a provozování přístrojů (rádiových zařízení)		40	12	24	16			16	195000
5. Kontrola rádiových kmitočtů	186		22	12	8			8	49000
a) využívání rádiových kmitočtů bez oprávnění k jejich využívání		5		6	4			4	21000
b) dodržování podmínek individuálního oprávnění k využívání rádiových kmitočtů		94	12	4	4			4	28000
c) Zjišťování zdrojů rušení provozu elektronických komunikačních zařízení a sítí, poskytování služeb elektronických komunikací nebo provozování radiokomunikačních služeb	87		10	2	0			0	0
6. Kontrola čísel pro účely správy čísel (počet kontrolních volání)	557		0	0	0			0	0
a) využívání čísel bez oprávnění k jejich využívání		0		0	0			0	0
b) využívání čísel v rozporu s oprávněním k jejich využívání		0	0	0	0			0	0
7. Rozhodování účastnických sporů	0			11214	3521	339	2125		
a) o námitce proti vyřízení reklamace na poskytnutou službu		0		2	3	2	0		
b) o námitce proti vyřízení reklamace výúčtování cen za služby		0		25	24	5	13		
ba) přístupu ke službám s vyjádřenou cenou (datové i hlasové)		0		0	0	0	0		
baa) přístupu k datovým službám s vyjádřenou cenou poskytovaným na síti Internet nebo na jiných datových sítích (Dialer)		0		0	0	0	0		
c) o zaplacení ceny za služby (peněžitě plnění)		0		11182	3487	329	2110		
d) ostatní		0		5	7	3	2		
8. Neposkytnutí informací podle § 115 ZEK				0	0			0	0
9. Ostatní	35		1	17	17			17	110500
CELKEM	819		35	11282	3565	339	2125	44	40404500

*) Celkový počet vydaných rozhodnutí zahrnuje i případy ukončení správního řízení usnesením, tj. případy úmrtí účastníka, zániku firmy, přerušení řízení ze zákona (konkurz), nepříslušnosti rozhodovat apod.

The Survey of inspection activities in performance of State control of electronic communications for the month of April 2013

Druh activities = kind of activity

počet osvědčení nebo kontrol = the number of certifications or inspections

celkově = in total z toho = of which

počet výzev k odstranění nedostatků = the number of notices to eliminate deficiencies

počet zahájených správních řízení = the number of administrative proceedings commenced

počet vydaných rozhodnutí* = the number of decisions promulgated

rozhodnuto ve prospěch = decided in favour

subscribenta = participant poskytovatele = provider

uložené pokuty = fines imposed počet = number výše v Kč = amount in CZK

1. The number of certifications notifying business activities issued (Section 14 of AEC)
2. The number of changes of certifications notifying business activities (Section 14 of AEC)
3. Performance of communication activities without certification
4. Observance of conditions of general authorisations
 - a) for the operation of public communication networks and associated facilities
 - b) for provision of services of electronic communications
 - c) for utilization of radio frequencies and operation of instruments (radio equipment)
5. Inspection of radio frequencies

- a) utilization of radio frequencies without authorisation for their utilization
 - b) Observance of conditions of individual authorisation for utilization of radio frequencies
 - c) locating sources of interference of operation of electronic communication facilities and networks, provision of services of electronic communication or operation of radiocommunication services
6. Inspection of numbers for the purposes of management of numbers (number of inspection calls)
- a) utilization of numbers without authorisation for their utilization
 - b) utilization of numbers violating authorisation for their utilization
7. Resolution of subscribers' disputes
- a) on objection against the settlement of reclamation of service provided
 - b) on objection against the settlement of reclamation of charging of services
 - ba) on access to data services with specific price (data and voice)
 - baa) on access to data services with specific price provided on the Internet network or on other data networks (Dialer)
 - c) on reimbursement of price for services (monetary performance)
 - d) others
8. Withholding of information pursuant to Section 115 of AEC
9. Others

IN TOTAL

* the total number of decisions promulgated includes also cases of termination of administrative proceedings in the form of resolution, i.e. cases of death of subscriber, extinction of a company, interruption of proceedings ex lege (bankruptcy), incompetency to decide etc.

Postal services

Observance of qualitative requirements stipulated by the Decree No. 464/2012 Coll.. – In Teplice the CTU performed local investigation focused on observance of conditions of qualitative requirements stipulated by the Decree No. 464/2012 Coll.. The CTU performed the investigation in connection with complaints concerning non-delivery of shipments from companies T-Mobile and Wüstenrot. The CTU found properly labeled boxes in which no mail was delivered. In order to be able to determine further steps, the CTU asked the Česká pošta, s. p. for its standpoint.

Přehled činnosti při výkonu státní kontroly poštovních služeb a účastnických sporů za měsíc

duben

Druh činnosti	Počet osvědčení nebo kontrol		Počet opatření v zájmu řádného poskytování služeb podle § 6 odst. 4 a § 37 ZPS	Počet SR z předcházejícího měsíce	Počet zahájených SR	Počet vydaných rozhodnutí	Rozhodnuto ve prospěch			Uložené pokuty		Počet SR přecházejících do dalšího měsíce
	celkově	z toho					účastníka	poskytovatele	Ostatní	počet	výše v Kč	
1 1 Počet vydaných osvědčení o oznámení podnikání	5											
2 2 Počet změn osvědčení o oznámení podnikání	0											
3 3 Výkon poštovní činnosti bez osvědčení	0			0	0	0				0	0	0
4 4 Dodržování podmínek Zákona o poštovních službách (dále jen "ZPS") a dalších předpisů	39		0	0	0	0				0	0	0
5 Dodržování poštovních podmínek podle § 6 ZPS		0	0	0	0	0				0	0	0
6 Dodržování podmínek kvalitativních požadavků podle vyhlášky č. 464/2012		39	0	0	0	0				0	0	0
5 7 Rozhodování o námitkách proti vyřízení reklamace podle § 6a ZPS	0			0	3	0	0	0	0			3
6 8 Rozhodování o sporech podle § 37 odst. 3 písm. a) ZPS	0			0	0	0	0	0	0			0
7 9 Neposkytnutí informací podle § 32 a) ZPS				0	0	0				0	0	0
8 10 Ostatní	2		0	1	0	0				0	0	1
11 různé		2	0	1	0	0				0	0	1
CELKEM	46		0	1	3	0	0	0	0	0	0	4

The Survey of inspection activities in performance of State control of postal services and subscriber disputes for the month of April 2013

Druh activities = kind of activity

počet osvědčení nebo kontrol = the number of certifications or inspections

celkově = in total z toho = of which

počet opatření v zájmu řádného poskytování služeb podle Section 6, odst. 4 a Section 37 ZPS = the number of measures ensuring proper provision of services pursuant to Section 6, Para. 4 and Section 37 of Postal Act

počet zahájených správních řízení z předchozího měsíce = the number of administrative proceedings from the preceding month

počet zahájených správních řízení = the number of initiated administrative proceedings

počet vydaných rozhodnutí* = the number of decisions promulgated

rozhodnuto ve prospěch = decided in favour

účastníka = participant poskytovatele = provider

ostatní - other

uložené pokuty = fines imposed počet = number výše v Kč = amount in CZK

počet správních řízení přecházejících do dalšího měsíce = the number of administrative proceedings crossing over to the next month

1. The number of certifications notifying business activities issued
2. The number of changes of certifications notifying business activities
3. Performance of postal activities without certification
4. Observance of conditions of postal services Act (hereinafter "the Act") and other regulations
5. Observance of postal conditions pursuant to Section 6 of the Act
6. Observance of qualitative requirements pursuant to the Decree No.464/2012 Coll.
7. Decisions on objections against the settlement of reclamation pursuant to Section 6a of the Act
8. Decisions on disputes pursuant to Section 37, Para. 3, Letter a) of the Act
9. Withholding of information pursuant to 37 of the Act

10. Others

11. Miscellaneous

IN TOTAL

Within the framework of the CTU's activities in the field of review of decisions promulgated in the first degree of administrative proceedings, the result of one of remonstrance proceedings performed is the final decision, in which the CTU imposed the penalty at the amount of CZK 1,000,000 for administrative offence pursuant to Section 118 Para. 1 Letter a) of the Act on Electronic Communications. This administrative offence was perpetrated by a juristic person because it did not observe the obligation pursuant to Section 63 Para. 6 of the Act on Electronic Communications, which imposes the obligation on entrepreneur providing publicly available service of electronic communications to inform participant, at least one month before the contract is changed, about this change, and if this change concerns essentials of the contract leading to deterioration of position of participant, the entrepreneur is bound to demonstrably inform participant about his/her right to terminate the contract on the day of efficiency of this change without any sanction in case participant does not accept new conditions.

In another proceeding the fine was lawfully imposed at the amount of CZK 1,100,000 to juristic person for administrative offence pursuant to Section 118 Para. 14 Letter q) of the Act on Electronic Communications. This administrative offence was committed by this person because it did not publish the draft contract concerning provision of publicly available service of electronic communications in a manner allowing remote access, in contradiction to obligations pursuant to Section 63 Para. 2 of the Act on Electronic Communications.

Another juristic person committed administrative offence pursuant to Section 118 Para. 12 Letter j) of the Act on Electronic Communications, because it did not settle the claim submitted by subscriber concerning provided service and settlement of price, thereby infringing provisions of Section 64 Para. 10 of the Act on Electronic Communications. For this administrative offence the fine at the amount of CZK 10,000 was imposed.

7. Other regulators, inspection authorities, courts

Eastern partnership of regulators of electronic communications

The CTU, together with "Telekomunikačný úrad Slovenskej republiky" (TÚ SR) and the company PricewaterhouseCoopers Slovakia, won a tender „Eastern partnership of regulators of electronic communications“ announced by the European Commission. The Project of Eastern partnership aims to provide assistance to partner countries in the area of regulatory activities for networks and services of electronic communications on the basis of experience of EU Member States.

Pursuant to approved „Work Programme 2013“ the first of five planned workshops was held in Georgia on April 24 – 26, 2013, orientated at implementation of analysis of markets, what is the key step of regulatory practise in setting a competitive environment on the telecommunication market. The company PricewaterhouseCoopers Slovakia together with representatives of the CTU and TÚ SR presented their experience in creation of analysis of markets of the EU Member States.

8. Associations

ČAEK: Česká asociace elektronických komunikací (Czech association of electronic communications)

On April 23, 2013 The Czech association of electronic communications held the Annual conference. The main topics of the Annual conference was „The World of electronic communication networks and services, broadcasting and new challenges“. Other topics of the Annual conference concerned, for example, current issues in the area of legislative modification of electronic communications, Amendment of the Copyright Act, development of telecommunication sector and how to react to it in connection with its regulation and other themes and events in the sector of electronic communications and other key themes of current electronic communications in the Czech Republic and in the World.

9. Consumer issues

Subscriber disputes – disputes concerning financial performance and objections against the settlement of complaint

During the month of April the CTU initiated 11,214 administrative proceedings concerning subscriber disputes between a person performing communication activities, on the one hand, and a subscriber, on the other hand, concerning financial performance and proposals for commencement of procedure dealing with objections against the settlement of complaint concerning price settlement or provision of publicly available service of electronic communications, which the CTU decides pursuant to Section 129 of the Act on Electronic Communications. 3,521 decisions in re were promulgated of which 3,487 were decisions dealing with financial performance (payment of price for services).

10. Legislative changes

During the month of April 2013 no legal regulations were published in the Collection of Laws, which would have principal impact on the field of electronic communications or postal services.

11. European Union

On April 16, 2013 the European Parliament endorsed the extension of the mandate of the Agency ENISA (European Agency for security of networks and information) and strengthening of the strategy of cyber security of Europe.

On April 29, 2013 public consultation on demands concerning the spectrum for wireless broadband connection ended. The Advisory group of the European Commission prepares for the radio spectrum policy (RSPG) the standpoint „Strategic challenges, which the Europe faces in solution of growing demand for the spectrum for wireless broadband connection“.

On April 17, 2013 the meeting of expert working group FR-IMPL EWG was held in Brussels and its Chairman Antonio De Tommaso informed the meeting about preliminary draft report „NRAs regulatory capacity“, which should evaluate the overall situation in the EU in the field of institutional arrangement, implementation of related provisions of Framework Directive in national legislation and identification of principal tools, competencies and responsibility of individual European national regulatory authorities.

12. ITU and other international organisations

Study group ITU-R SG6

On April 26, 2013 Plenary session of the Study group SG 6 of the ITU for radio service took place in Geneva. The Group discussed almost 50 documents of which some could be immediately employed for studies of co-existence of development of radio service and mobile services in the band of 700 MHz (digital dividend II), which are discussed by the group ITU-R JTG 4-5-6-7.

Another important group was formed by documents heading towards the implementation of UHDTV, towards interoperability of consumer and professional electronics, interactive multimedia systems, introduction of transportation protocols on the basis of IP and generally towards convergency of services. To the new phenomenon belonged IBB systems (broadcast-oriented integrated broadcast-broadband systems), which utilize advantages of broadband connection and radio service and are adapted to consumption of linear and non-linear contents, support of communication on “the second terminal” (today usually smart phone) and prepare the space for new interactive services. The document reacts to development of importance of broadband systems in the television broadcasting and is a proof of more and more narrow convergence of radio and mobile services.

The Group CEPT SRD/MG

On April 24 – 26, 2013 the 58th Meeting of the Group CEPT SRD/MG, dealing with the issues of short range devices (SRD), was held in Helsinki. The Group discussed results of public consultation concerning the proposal of the update of Recommendation of ERC 70-03 to the SRD and reflected it in amendments of the Recommendation. One of the amendments is the extension of sectors determined for microphones – for example, in the band of 1,800 MHz, conditions for utilization of the whole band 1,785–1,804.8 MHz were proposed (i.e. extension by 4,8 MHz). Unbundling of the band 1492–1518 MHz for individually authorized microphones was postponed due to ongoing preparation of point 1.1 of the agenda WRC-15 (determination of bands for IMT). On the basis of approved Report CEPT No. 44, which includes technical and operational conditions for utilization of the whole band SRD, 5th review of the EC Decision concerning SRD will be performed. Modifications relate, for example, to the band 169 MHz, which will be, after the abolition of the Decision EC/2005/928, included in regulatory conditions of SRD device and will contain utilization by non-specific SRD devices with small duty cycle (LDC, Low Duty Cycle) on the principle of sharing. For non-specific SRD new bands 57–64 GHz are also proposed.

From the standpoint of the Czech Republic, one part of the draft Report ECC No. 192 was important and namely the issues of protection of operation of meteorological radars in the band of 5 GHz. The Report summarizes knowledge from the viewpoint of co-existence of device RLAN (i.e. WiFi) in this band with radiolocation service. The Report brings forward, inter alia, that the reason of jamming is usually either setting of operational modes which are not in harmony with valid legislation, or utilization of such devices which do not correspond to relevant technical specification (standards). The Group, therefore, proposed that technical proposals are sent to competent ETSI committee to be used in preparation of revised standards – specifically, for instance, for obligatory detection of presence of radar (DFS) on both stations in the topology of connections of the type point to point which are relatively frequent source of jamming.

Group CEPT ECC/CPG/PTA

On March 26 – 28, 2013 the second meeting of project team ECC/CPG/PTA was held in Copenhagen, Denmark, the aim of which was to discuss the agenda of the program WRC-15, which was allocated to this project team in the first meeting of the group. ECC/CPG/PTA was entrusted with preparation of report and common European position towards the agenda of the program 1.3 (PPDR – scientific services), 1.11 (scientific service in the band of 7–

8 GHz), 1.12 EESS (scientific services), 1.13 (Services of cosmic research), 1.14 (Issues of Leap seconds – UTC), 2 and 4 (Review of recommendations and resolutions ITU-R), 8 (Comments to Radiocommunication regulations), 9.1.6 (Review and improvement of definitions of Radiocommunication regulations), 9.1.7 (Frequency management for PPDR in harmony with ITU-R Resolution 646), 9.1.8 (Nano and pico satellites) and 10 (Program WRC-18).

Within the framework of the meeting compliance of Member States with the issues of review of radiocommunication regulations was identified (point 9.1.6 WRC-15), where CEPT promotes conservation of status quo. On the basis of this consensus it was decided about preparation of common European standpoint concerning agenda of the program 9.1.6 WRC-15. The Czech Republic, as co-ordinator of CEPT, submitted updated documents to the agenda of the program 2 and 4 WRC-15. Currently, agenda of the program 8 WRC-15 (Comments to Radiocommunication regulations) seems to be problematic, because significant differences exist in position of Member Countries, particularly as far as interpretation of the text of the Resolution 26 is concerned. Within the framework of the meeting, presentation of international office for metrology focused on the agenda of the program 1.14 WRC-15 (Leap second) was held. Extensive discussion took place also to the issues of security communications 1.3 WRC-15 (PPDR). The issues of suitable frequency bands remains open (regional or global harmonization) together with the possibility of using private networks for the PPDR application.

Group CEPT ECC PT 49 (PPDR)

On April 25 – 26, 2013 the working meeting of project team ECC FMWG PT 49 PPDR (Public Protection and Disaster Relief) was held in Paris, France, focused on security communications and communications during natural disasters. The task of PT 49 is, in particular, the identification of bands suitable for harmonization of security broadband communications. The main target of the meeting was to evaluate public consultation to the draft Report CEPT No. 199 (Definition of operational requirements for BB PPDR and calculation of frequency needs) and to execute modifications of the draft Report CEPT 199.

Another target was discussion over the draft Report CEPT, type „B“ (identification of convenient frequency bands of BB PPDR for regional or global harmonization). On the basis of approved structure of the Report, text parts of the same where consensus was attained, were added. As problem areas can be identified the issues of purpose breakdown of spectrum for applications BB PPDR, possibility to employ commercial networks for these applications and discussion over the concept of „tunning range“. One part of subsequent discussions will also be problems of review of ITU-R Resolution 646, an update of which should help to global harmonization of identified spectrum for BB applications of PPDR.

13. Digitalization of RTV

On April 22, 2013 retuning was done in the broadcasting network 4 of the broadcasting radio frequency in Ostrava (transmitters Ostrava – Lanová and Hlubočec – Hůrka) from channel 63 to radio channel 45. The reason for retuning is the necessity to release a part of frequency band 790–862 MHz for new mobile services permitting high-speed data transmissions.

On the basis of request of operator, the CTU awarded individual licenses for utilization of radio frequencies for other DVB-T transmitters in regional network 7 and effected the change of technical parameters of several individual licenses awarded earlier.

At the beginning of April the CTU updated Internet pages available for wide public at the address <http://dtv.ctu.cz>, where it published maps of the coverage of the Czech Republic by digital radio and television broadcasting and results of calculation of the coverage of the population by broadcasting. Considering completed process of transition from terrestrial analogue television broadcasting to digital broadcasting, information concerning completed analogue television broadcasting were removed. The CTU newly extended its pages of

information concerning all regional broadcasting networks for distribution of terrestrial digital television and radio broadcasting. The pages will continue to be updated depending on changes of the extent of individual digital networks.

14. Radio spectrum management

Auction of frequencies

On April 8, 2013 the CTU submitted, in harmony with Section 21 Para. 1 of the Act on Electronic Communications, to the [public consultation](#), pursuant to Section 130 of the Act on Electronic Communications, new comprehensive conditions of tender procedure (Auction) for frequencies released by successful transition of the Czech Republic to digital television broadcasting. The goal is development of services of high-speed mobile Internet of new networks of the so-called Fourth generation, deepening of economic competition, support of the entry of new mobile operator in the market and, ultimately, creation of conditions for higher quality of mobile services. Last but not least, the goal is also support of fast expansion of services of mobile broadband even in less populated areas in harmony with State policy Digital Česko.

On April 22, 2013 the CTU informed professional public that, in order to provide sufficient space for application of comments of all potential participants of the Auction, it prolongates the deadline for submission of comments to the proposal of conditions of tender procedure by 14 days. Comments to the proposal of conditions of tender procedure can be applied before May 22, 2013.

15. Postal services

During the month of April the CTU promulgated five certificates confirming licenses for doing business in the field of postal services. Simultaneously, it received new notifications from other 12 entrepreneurs about their intention to do business in the field of postal services. On April 30, 2013 the CTU received notifications from altogether 18 subjects, which met general conditions for doing business in the field of postal services pursuant to the Act on Postal services. The list of registered operators providing postal services or foreign postal services can be found on [search database of the CTU](#).

Discussed by the Council of the CTU on May 15, 2013