

Monthly monitoring report no. 7/2012 of the Czech Telecommunication Office July 2012

Executive summary

On July 12, 2012 the CTU published on its electronic official board and in the Telecommunication Journal the Promulgation of tender procedure. Subsequently, on July 10 it organized the [seminar](#) focused on settlement of comments from the public consultation of the Auction of frequencies of the Digital dividend. On August 6, another step of tender procedure was the publication of answers to questions submitted by persons interested in potential participation within the stipulated deadline.

On July 11 the BEREC published its [standpoint](#) concerning comments of the European Commission to the draft of relevant market no. 5, in which it supported the CTU's approach towards the analysis of this relevant market. Subsequently, on July 25, the BEREC published its [standpoint](#) concerning proposal of remedial measures on this relevant market. In this standpoint, on the contrary, it expressed its consent to comments of the European Commission. (More information can be found in Chapter 2)

In the Theme of the month the CTU has focused its attention to the promulgation of the Amendment of the Act no. 29/2000 Coll., on Postal services and Amendment of some other Acts (Postal services Act), amended by later regulations and of some other Acts, published on June 29, 2012 in the Volume 78 of the Collection of Laws (more information can be found in Chapter 1).

On the basis of evaluation of number of complaints of subscribers concerning provision of services of satellite television offered under the trade names of Skylink and CSlink, in connection with the introduction of the so-called „service fee“ and related issues, particularly the request for exchange of decoding cards and thwarted investment for purchase of reception facilities claimed by complainant, the CTU commenced with steps leading to the protection of rights of consumers in July. Simultaneously, the CTU invited the provider, the company M77 Group S.A., to announce commencement of its business activities on the territory of the Czech Republic in harmony with relevant provisions of the Act on Electronic Communications. In the event that the company fails to do so, the administrative procedure will be launched with this company and it will be accused of perpetration of administrative offense pursuant to the provisions of § 118 Para. 1 Letter a) and c) of the Act on Electronic Communications, perpetrated by an entrepreneur who makes business in the field of electronic communications without proper notification (more information can be found in Chapter 8).

During July the CTU evaluated results of review of utilization of radio frequencies from the viewpoint of demand of § 22b Para. 2 of the Act on Electronic Communications. The commencement of utilization of allocated radio frequencies was registered with all allocations (more information can be found in Chapter 13).

1. Current situation in the market

Services of fixed networks

To the tariffs provided together with the VoIP service, the company **Telefónica** offers the new super structural package of free minutes for calling in international networks. Within

the framework of this package 1,000 free minutes to selected countries for CZK 360 are provided. This super structural package of free minutes can also be used for VoIP calls in mobile networks, which provides 3,000 free minutes for the price of CZK 1,800.

Starting from July 1, 2012 the company **Telefónica** provides independent printed settlement of services of electronic communications free of charge to those subscribers, who arranged this form of settlement with the company Telefónica before June 30, 2012. After this date only subscribers, who are drawing State subsidies for handicapped people and subscribers registered on the basis of registration of organisations (INO), can negotiate such an independent printed settlement. Subscribers, who are drawing State subsidies for handicapped people, receive independent printed settlement free of charge. Subscribers registered on the basis of INO, who arranged independent printed settlement with the company Telefónica after July 1, 2012, will be charged standard price from January 1, 2013.

Electronic settlement for a subscriber, registered on the basis of birth identification number, is available on the Internet pages www.mojeo2.cz and for subscribers registered on the basis of INO on the Internet pages www.e-ucet.cz. If a subscriber informs the company Telefónica about his/her e-mail address during negotiations of contract, electronic settlement will be sent to this e-mail address.

The company Telefónica prolonged until July 31, 2012 its special offer O2 Internet Bundle. If, before the date mentioned above, customers of the company Telefónica set up new service of digital television O2 TV on the same connection line with the tariff O2 Flexi, together with the obligation to utilize this service for the period of 12 months and the service O2 Internet connection with the tariff Internet Optimal, they will receive the bonuses in the form of price benefits. For the period of 12 months, starting from the day of establishment of the service, they will pay for the utilization of the tariff O2TV Flexi the price of CZK 250/settlement period, and for the period of duration of commitment they will pay for the lease of set-top-box the price of CZK 1. The offer can be employed also by customers where establishment of the service is technically feasible.

During July 2012 the company **Telefónica** prolonged its acquisition offer to xDSL tariffs Internet Optimal and Internet Aktiv for all its new customers. All new customers (households) could get the service Internet Optimal for CZK 500 and the Internet Aktiv for CZK 600 and the obligation to stay for 12 months. Establishment of this service is free of charge. Starting from the 13th month customers will be charged for the utilization of this service standard price for Internet Optimal at the amount of CZK 750 and for the Internet Aktiv at the amount of CZK 850. This special offer is valid until August 31, 2012.

For its existing customers the company Telefónica prolonged in July 2012 the offer concerning increase of the tariff to the Internet Optimal. Customer will then be charged for the period of one year the price of CZK 600. Customer, who will increase the tariff to the Internet Aktiv, will pay for this service, for the period of 12 months, the price at the amount of CZK 750. This acquisition offer is valid until September 30, 2012.

From July until July 31, 2012 the company Telefónica provided for all its customers acquisition offers in selected brand shops in Beroun, Brno, Děčín, Havlíčkův Brod, Cheb, Kladno, Kutná Hora, Kralupy nad Vltavou, Liberec, Litomyšl, Mělník, Nymburk, Nový Jičín, Pardubice, Poděbrady, Písek, Plzeň, Rychnov nad Kněžnou, Strakonice, Svitavy, Šumperk, Ostrava, Teplice, Uherské Hradiště, Ústí nad Labem, Ústí nad Orlicí, Zábřeh, Zlín, Žatec. In these shops new customers could set up the service O2 Internet connection with the tariff Internet Optimal bound to the obligation to stay for the period of 12 months for CZK 400 or the Internet Aktiv and the obligation to stay for 12 months for the price at the amount of CZK 550. Starting from the 13th month, the standard prices are renewed, i.e. CZK 750 for the Internet Optimal and CZK 850 for the Internet Active.

According to the press release of the company Telefónica the volume of the data transferred in the network of the company **Telefónica** has increased in peak hours during the year by 35 % percent (from approximately 100 Gbit/s to 135 Gbit/s), the total volume of the data transferred increased by one third to 24 PB (i.e. 24,000 Terrabytes) and each user transfers on average 30 GB dat monthly, i.e. that the volume of the data per one user has doubled in almost three years.

New customers, who, before July 25, 2012, ordered with the company **UPC** the service UPC Telefon with the tariff Basic, will, for the period of 12 months, within this acquisition offer, pay monthly flat rate at the amount of CZK 1 instead of standard price of CZK 222. Price of installation is CZK 0,- and in case of self-installation the price for connection is CZK 99.

Customers, who, before July 25, 2012, ordered with the company UPC the on-line service digital cable television Klasik with packages of programs Sport, Relax or Darwin, received for the period of four months discount from monthly price for this service. During the period mentioned they could use the service for the price of CZK 190/month instead of standard price of CZK 380/month. The company UPC offered price benefit also to customers who, before July 25, 2012, ordered on-line service of digital television Komfort. Customers received this service for acquisition price of CZK 275/month instead of standard price of CZK 550/month for the period of four months. The offers mentioned are earmarked for new customers who concluded the contract containing the obligation to stay for 12 months.

The company **UPC** prolonged until the end of July 2012 its acquisition offer concerning the tariffs UPC Fiber Power 30, UPC Fiber Power 60, UPC Fiber Power 120. The company offered this service with the speed of 30 Mbit/s (Fiber Power 30) for the first four months for CZK 250 instead of standard price of CZK 499 without provision of modem. It was possible to get the service with the speed of 60 Mbit/s (UPC Fiber Power 60) for the first four months for CZK 299/month instead of standard price of CZK 599/month without provision of modem. It was also possible to get the service with the speed of 120 Mbit/s (UPC Fiber Power 120) for the first four months for CZK 399/month instead of standard price of CZK 799/month month without provision of modem.

The company UPC further prolonged, until the end of July 2012, its acquisition offer also for corporate customers. If contract is concluded for 12 months or 24 months, the services of Internet Fiber Business 110 could be provided for the period of the first 3 months for CZK 1, then for the standard price of CZK 999. Further the company UPC offered the service Fiber Business 60 with the obligation for 12 months for CZK 499 and with the obligation for 12 months for 24 months for CZK 419 instead of standard price of CZK 599. Also the service Fiber Business 80 was offered with the obligation for 12 months for CZK 699 and with the obligation for 24 months for CZK 599 instead of standard price of CZK 799.

Services of mobile networks

The company **Telefónica** offers to subscribers (natural person registered on the basis of birth number), who, within the period from July 2 to July 31, 2012, will newly open the mobile voice service O2 Mobile with the tariff O2 Neon S in O2 shop, and accept the commitment to use this tariff for the period of 2 years and, simultaneously, will fill in the form allowing utilization of e-mail for marketing communication, the discount of 30 % from monthly flat rate for the period of 2 years.

The customers of the company Telefónica who, before June 30, 2012, activated their tariffs for mobile services, will not pay for paper billing statement. On the contrary, users of services, activated from July 1, 2012, will automatically receive electronic form of settlement on e-mail address they will choose. The document itself will contain detailed breakdown of calls for which the operator now charges CZK 90. If a new customer wants to have the

settlement in printed form, it will pay CZK 10 for it. The change of the form of settlement relates to the Amendment of the Act on Electronic Communications, which newly considers electronic form the basic form of the settlement. Users of the tariff O2 Neon S Senior and recipients of State contribution for handicapped persons (services with special price), will continue to have printed settlement free of charge.

Customers of the **Vodafone**, who employ printed settlement, will have to perform the change of the type of settlement themselves on the basis of a call of operator sent during July. Starting from July 25, 2012 users may ask for free sending of electronic settlement to selected e-mail. Printed settlement will continue to be used, however, starting from August 20 for the price of CZK 19 only. According to Vodafone, more than 85 % of flat rate (post-paid) customers use its on-line settlement of Internet self-service already now. All customers over 65 years of age will continue to have printed settlement in the post-box free of charge.

By the end of July the company **T-Mobile** published the offer of benefit for recharge of pre-paid cards Twist in the new program "Našim" for recharge. Each user of pre-paid voice card will be able, starting from August 1, to call, surf or to send SMS free of charge. To those who weigh up purchase of pre-paid card, the operator brings forward a new edition of Twist SIM with rates of CZK 1.90/SMS and CZK 5.90/min. of call. This offer is unlimited in time. Potential applicants could choose from two variants – Twist card with calling for free or Internet in mobile free of charge.

Operators

In its press release the company **Telefónica** announced its non-audited consolidated profit and loss statements from January to June 2012. Also the economic results of the company Telefónica Slovakia, Telefónica O2 Business Solutions, Internethome and other smaller subsidiaries are included. Telefónica has reached increase of the number of customers in contractual mobile services (year-on-year increase by 5,3 %, share of customers with smart phones has increased to 23 % (year-on-year increase by +7.3 %), the number of customers of services of high-speed Internet xDSL has increased on a year-on-year basis by 6.3 % to 894,000. The number of customers using VDSL technology (23 % of the total number of customers of high-speed Internet) helps to reduce the rate of decrease of average yield per one customer and helps to slow down the rate of their withdrawal. The rate of decrease of the number of fixed lines continues to slow down (their total number decreased on a year-on-year basis by 4.4 %, what is by 45.2 % less than in the same period in 2011). Consolidated yields from business activity decreased on a year-on-year basis by 2.4 % to CZK 12,715,000 in the second quarter. OIBDA margin, modified for the purposes of estimate, reached the level of 40.5 % in the second quarter and also in the first half-year.

New technologies and services

On July 1, 2012 the company **T-Mobile** started the speed test of the LTE network in Prague. Technology of the company Samsung in Prague's quarter Kamyk consists of 12 transmitters employing the band with width of 20 MHz within the frequency of 2.6 GHz. Maximum theoretic download speed may reach up to 150 Mbit/s, and uplink up to 50 Mbit/s. As compared with standard LTE infrastructure the network will be extended with the technology Smart LTE developed by the company Samsung and T-Mobile Czech Republic will be testing this technology within the group Deutsch Telekom as the first company in Europe. Just before the LTE network is put into commercial operation, inhabitants and companies in Mladá Boleslav will have the opportunity to test this technology.

The Theme of the month – Draft Act amending the Act no. 29/2000 Coll., on Postal services and Amendment of some Acts (Postal services Act), amended by later regulations and of some other Acts

On June 29, 2012, the Act no. [221/2012](#) Coll., amending the Act no. 29/2000 Coll., on Postal services and Amendment of some Acts (Postal services Act), amended by later regulations and of some other Acts, was published in the Volume 78 of the Collection of Laws. This Act will become effective on January 1, 2013.

Through this Act the Directive of the European Parliament and the Council 2008/6/EC of February 20, 2008, amending the Directive 97/67/EC considering complete formation of internal market of postal services of the Community (the so-called Third Postal Directive), has been transposed in the legal order of the Czech Republic. This transposition completes gradual process of liberalization of the European postal market. Practically, completion of liberalization rests particularly in elimination of remaining parts of existing monopoly and other legal and economic barriers preventing entry of competitors on the market of postal services and creation of competitive multioperators' environment in internal market of postal services of the European Union. In this connection remaining part of existing monopoly is cancelled (consignments with documents weighing up to 50 g or the price of up to CZK 18). At the same time the obligation of the State to provide permanently sustainable universal service is preserved (i.e. to provide minimum extent of basic postal services in determined quality in the whole territory of the Czech Republic for reasonable prices) and reasonable protection of users of all postal services.

In order to ensure proper implementation of the above Directive the Act no. 221/2012 Coll. includes, in particular, the following principal amendments of the Act on Postal Services:

- **Specification of the market of postal services** – The goal of the Amendment is to specify which services are subject of the Act on Postal Services. Operators of these services are obliged to report themselves with the CTU. By this report they are authorized to make business in the field of postal services, and, as entrepreneurs in this field, they are subject to supervision activities of the CTU. This office should then have sufficient summary both of subjects and the total situation on the market of postal services.
- **Determination of the extent of universal services (basic services) and the mechanism of its support** – The existing mechanism, in which the extent of universal services is determined by the CTU in the Postal Bulletin, is replaced with stipulation of the extent of universal services directly in the Act; implementing regulation (the Decree of the CTU) then stipulates detailed technical specification of these services and qualitative requirements for their support. Within the framework of basic services, delivery of monetary amount by postal order remains above the framework of the Third Postal Directive. Basic postal services are run in public interest and on the basis of the EU taxation regulations they are exempt from the Value added tax.
- **Financing of universal service (basic services)** – The existing system, in which increased costs connected with provision of determined postal services in sparsely populated regions are covered on the basis of monopoly coming from profits from regions having lower costs (towns, agglomerations), is replaced in cases where obligatorily cost-oriented prices of basic services become inaccessible, and therefore the regulation from the part of the CTU must be applied with the help of the system in which resulting differences (the so-called net costs), which, on top of that, must represent

unjustifiable financial burden, will be covered by special account (called also the fund of universal service). Contributions to this fund are made by operators of postal services having their turnovers higher than CZK 10,000,000 annually, including those who are subject to the obligation of universal service. In determining the amount of contribution the share of a relevant entrepreneur on the market of postal services is decisive and the amount of payment must comply with the criterium of reasonability.

- **The access to special services and elements of postal infrastructure** – It is entirely new principle the purpose of which is, in particular, improvement of quality of postal services and support of development of competition. For these reasons the Act stipulates the obligation for holder of postal licence, ensuing from the Third Postal Directive, and namely to share, for consideration, some services and selected elements of its postal infrastructure with other entrepreneurs operating postal services. Potential disputes among entrepreneurs in this field will be resolved by the CTU within its competence.
- **Award of postal licence** – In order to support the continuity in providing universal services and in harmony with usual practise applied in other EU Member States, the institute of postal licence has been preserved, and, for the first period after the Act no. 221/2012 Coll. becomes effective, will be bestowed to the existing holder – Česká pošta, s.p., until the end of the year 2017 (i.e. for 5 years). Tender procedure will then be promulgated for the next period, which will be based on the needs discovered within the framework of regular review performed by the CTU in the field in question.
- **Protection of users of postal services** – The Act stipulates obligatory requisites of postal contract and further conditions for running of postal services. In order to ensure reasonable protection of users of all postal services, i.e. not only services provided by a holder of postal licence, users of these services are entitled, in case their complaint concerning agreed postal service applied with operator of postal services was not duly and timely settled, to employ the objection right with the CTU against the settlement of complaints. The CTU will take decision concerning legitimacy of objections in administrative procedure. The CTU is also newly appointed as the body of supervision over protection of consumers in the field of postal services pursuant to the Act no. 634/1992 Coll., on Protection of Consumer, as amended by later regulations.

For the purposes of implementation of some provisions of the Act on Postal Services, as amended by the Act no. 221/2012 Coll., the CTU is authorized to promulgate the following **implementing legal regulations** (Decrees):

1. The Decree determining specifications of individual basic services and basic qualitative requirements concerning their provision – to implement § 3 Para. 3 of the the Act on Postal Services.
2. The Decree determining the template of the form of the announcement reporting business activities in the field of postal services – to implement § 18 odst. 1 the Act on Postal Services.
3. The Decree determining method of monitoring of registration of yields and incomes of operator of postal services – to implement § 32b Para. 3 of the Act on Postal Services.
4. The Decree determining content, form and method of publication of information concerning results of provision and support of basic services and evaluation of performance of quality parameters – to implement § 33 Para. 4 písm. e) of the Act on Postal Services.
5. The Decree determining method of keeping separated records of costs and yields of holder of postal licence – to implement § 33a Para. 2 of the Act on Postal Services.

6. The Decree determining procedure of calculation of net costs ensuing from provision of basic postal services – to implement § 34b Para. 7 of the Act on Postal Services.

The CTU should promulgate all these decrees so that they become effective not later than on January 1, 2013, consequently together with the Act no. 221/2012 Coll.

2. Regulatory measures

Analyses of markets

Market no. 5 – Wholesale broadband access in networks of electronic communications

In its monitoring report no. [6/2012](#) for the month of June the CTU informed about the ongoing review phase concerning the analysis of relevant market no. 5 (pursuant to the Article 7 of the Framework Directive) and the draft remedial measure on this market (pursuant to Article 7a of the Framework Directive). Within the framework of the review phase BEREC - the Association of European Regulatory Bodies in the field of electronic communications creates standpoints to comments of the European Commission. In promulgating final decisions the European Commission must, in the highest extent possible, subsequently take into consideration BEREC's standpoint. BEREC published its [standpoint](#) concerning the comments of the European Commission to the proposal of relevant market no. 5 on July 11, 2012. In this standpoint BEREC supported the access of the CTU concerning analysis of relevant market no. 5 and the most important items of this analysis, which were material definition of the market (including self-supply services provided by vertically integrated WiFi and CATV operators) and geographic definition of the market (dividing the territory of the Czech Republic in two segments according to the level of competition). By this standpoint, promulgated within the framework of review phase, BEREC for the first time supported procedure of regulatory authority. In all its preceding standpoints, on the contrary, BEREC fully or for the most part endorsed serious comments of the European Commission.

On July 25, 2012 BEREC published also its [standpoint](#) concerning proposal of remedial measures imposed on the relevant market no. 5. The European Commission criticized the CTU for non-imposing the obligation of access also to optical networks and missing price regulation. In this second standpoint BEREC agreed to comments of the European Commission and recommended to the CTU to expressly specify the obligation of access also to optical networks and to impose price regulation in the segment with lower level of competition (where an enterprise having significant market power was found).

Now, the European Commission must, not later than by August 13, 2012 (i.e. within two months of the beginning of review phase), promulgate its final decision concerning the analysis of the relevant market no. 5, in which it will take into consideration the standpoint of BEREC pursuant to the Article 7 of the Framework Directive.

The obligation to inform users, free of charge, about the level of price of calling to services having the price announced by automatic verbal message

On July 13, 2012 the CTU received the opinion of the ICT Unie o.s. and the Association of operators of mobile networks concerning the obligation, which the CTU intends to impose, to inform users, free of charge, about the price of calling to numbers determined for services having the price announced. In their opinion professional associations responded to the call of the CTU from June 20, 2012 and committed themselves to shorten the implementation of deployment of free automatic verbal message from October 1, 2012 and to modify the text of the Codex ATX so that the enumeration of relevant access codes to the services of electronic communications is in harmony with actual wording of the Decree on numbering

plans. The CTU will use this responsive step of professional associations, because it prefers the application of self-regulation measure against the application of forced regulatory intervention pursuant to provisions of § 35 Para. 2 of the Act on Electronic Communications.

The CTU accepts the enumeration of types of services provided on numbering series 900 and 906 proposed by professional associations, where the implementation of free automatic verbal messages will be compulsory. According to the proposal, there are the groups of financial services, mediation of financial services, financial consultancy and provision or mediation of work. The CTU will monitor implementation of this obligation and, if incorrect procedure on the part of provider of relevant service is discovered, it will proceed pursuant to relevant legal regulations. The CTU will further employ the offer of professional associations to continue monitoring of potential problems in the field of calling to numbers determined for services with announced price.

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

Proceedings commenced in July 2012

In July 2012 no proceedings were commenced in case of disputes pursuant to § 127 of the Electronic Communications Act.

Proceedings terminated as legally effective or returned to new hearing in July 2012

File number	Plaintiff	Defendant	Case
The CTU-154 252/2010-606	Telefónica Czech Republic, a.s.	Spinoco Czech Republic, a.s. formerly Unient Communications, a.s.	The dispute concerning conclusion of amendment to the contract no. 7 on interconnection.
The CTU-142 904/2010-606	T-Systems Czech Republic a.s.	Intelia Holding s.r.o..	The dispute concerning the settlement of price for services electronic communications provided.

4. Universal service (US)

Financing of the US

The company Telefónica Czech Republic, a.s., submitted to the CTU the request for the reimbursement of net costs connected with provision of partial services of the universal service for the year 2011 at the amount of CZK 54,992,883 and it also asked for the reimbursement of costs connected with provision of special prices of publicly available telephone services to handicapped persons for the same period at the amount of CZK 103,128,482. Also the company Vodafone Czech Republic a.s. asked for the reimbursement of costs connected with provision of special prices of publicly available telephone services to handicapped persons for the year 2011 at the amount of CZK 1,183,289. The CTU commenced the administrative procedure with both companies in which it will verify the amounts included in requests submitted. After final decisions are verified the net costs and losses will be reimbursed from the State budget via the CTU.

5. Inspection activities

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

During the month of July the CTU performed the following inspection activities:

- **Inspection of observance of conditions for promulgation of toll-free IO for the utilization of frequencies by airplane station for the purposes of sporting and recreational flying.**
On the basis of request of O 613 six inspections of observance of conditions for toll-free utilization of frequencies by airplane stations were performed. During these inspections no illegal activities of controlled persons were discovered.
- **Jamming of meteoradars Brdy and Skalky** – on the basis of complaints of the Český hydrometeorologický ústav, concerning jamming of meteorological radars on frequencies of 5,635 and 5,640 MHz, location and inspections of 19 operators of jamming by wifi facilities were performed and calls demanding elimination of jamming were promulgated to these operators.
- **Inspection of observance of conditions of general authorization no. VO-R/12/09.2010-12 concerning utilisation of frequency band of 5 GHz.**
- Altogether 17 inspections were performed. During all inspections utilization of frequencies in the band from 5,150 MHz to 5,350 MHz outside buildings was discovered and persons controlled thereby breached the condition of Article 2, Letter 2),a,b,c of General authorization no.12. Facilities in this band can be operated only inside buildings. Deficiencies discovered were resolved with the help of the call demanding elimination of deficiencies pursuant to § 114 of the Act on Electronic Communications and administrative proceedings will be opened in this case.
- **Inspection of quality of coverage by GSM signal in municipalities with population from 2,000 to 4,999 inhabitants**, where, within the framework of the Universal service, the obligation to operate at least one public telephone is imposed. Of the total number of 345 controlled public telephones, unavailability of signal within the meaning of the Recommendation of CEPT/ECC/REC (05)08 was discovered only in four cases. The CTU will employ results of this inspection in modification of the list of public telephones enrolled in the compulsory provision of the Universal service so

as to attain availability of public telephones in places where the signal of mobile networks is unavailable.

- **Collaboration of the CTU with Česká obchodní inspekce (the Czech Trade Inspection)** in checking the sellers of telecommunication terminal and radio equipment. Within the framework of this inspection activity, the sale of radio controlled models of cars working in the band of 49 MHz and transmitters working in the band of 50MHz, was discovered in Bílina and Mimoň. These radio facilities cannot be operated in the Czech Republic without individual authorization for the utilization of radio frequencies. Also the sale of wireless doorbells working in the band of 298 MHz, reserved for the Ministry of Defense in the Czech Republic, was discovered. Deficiencies discovered are resolved by the Czech Trade Inspection within the framework of its competencies
- **Inspection of PPS after individual authorization has ceased to be valid** – the town of Odolena Voda – operation was not terminated, it will be resolved within the framework of administrative procedure, town of Slaný – operation terminated – no deficiencies discovered.

Přehled kontrolní činnosti při výkonu státní kontroly elektronických komunikací za měsíc červenec 2012

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)	11								
2. Počet změn osvědčení o oznámení podnikání (§14 ZEK)	148								
3. Výkon komunikační činnosti bez osvědčení	1			3	3			3	18000
4. Dodržování podmínek všeobecných oprávnění	51		18	5	7			7	6013000
a) k zajišťování veřejných komunikačních sítí a přiřazených prostředků		6	0	0	0			0	0
b) k poskytování služeb elektronických komunikací		4	0	2	3			3	5954000
c) k využívání rádiových kmitočtů a provozování přístrojů (rádiových zařízení)		41	18	3	4			4	59000
5. Kontrola rádiových kmitočtů	121		22	1	10			10	99000
a) využívání rádiových kmitočtů bez oprávnění k jejich využívání		5		1	10			10	99000
b) dodržování podmínek individuálního oprávnění k využívání rádiových kmitočtů		40	0	0	0			0	0
c) Zjišťování zdrojů rušení provozu elektronických komunikačních zařízení a sítí, poskytování služeb elektronických komunikací nebo provozování radiokomunikačních služeb	76	0	22	0	0			0	0
6. Kontrola čísel pro účely správy čísel (počet kontrolních volání)	9		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		5	0	0	0			0	0
7. Rozhodování účastnických sporů	0			11915	4764	221	3485		
a) o námitce proti vyřízení reklamace na poskytnutou službu		0		1	1	1	0		
b) o námitce proti vyřízení reklamace vyúčtování cen za služby		0		20	22	1	10		
ba) přístupu ke službám s vyjádřenou cenou (datové i hlasové)		0		0	5	1	1		
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 (peněžité plnění)		0		11887	4738	218	3473		
d) ostatní		0		7	3	1	2		
8. Neposkytnutí informací podle § 115 ZEK				0	0			0	0
9. Ostatní	16		3	38	38			31	137500
CELKEM	202		43	11962	4822	221	3485	51	6267500

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

Translation of Table

The Survey of inspection activities in performance of State control of electronic communications for the month of July 2012

Druh činnosti = 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

účastníka = participant poskytovatele = provider

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

1. The number of certifications notifying business activities issued (§ 14 of AEC)

2. The number of changes of certifications notifying business activities (§ 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 § 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.

Within the framework of the CTU's activities in the field of revision of decisions promulgated in the first degree of administrative proceedings, the result of one of implemented administrative appeals is the final decision, by which the CTU imposed the fine at the amount of CZK 11,000 for administrative offense pursuant to § 118 Para. 1, Letter b) of the Act on Electronic Communications, in the wording effective until December 31, 2011, perpetrated by juristic person (business company), because it did not immediately submit written notification concerning change of data specified in the notification on business activities submitted on October 26, 2005. By this activity this person violated § 13, Para.6 of the Act on Electronic Communications in the wording effective until December 31, 2011, pursuant to which natural and juristic person, which discharged notification commitment pursuant to Paras 2 - 5 of this provision, are obliged to immediately inform the CTU about changes of data specified in the notification.

6. Other regulators, inspection authorities, courts

Prices of termination in fixed (market no. 3) and in mobile networks (market no. 7) in the Netherlands

On July 2. the Dutch regulator OPTA promulgated final decision determining prices of termination in fixed (FTR) and in mobile networks (MTR) based on the model bottom-up LRIC+ including some costs pertaining to the operation, place on the model bottom-up pure LRIC. Thus the stage 2 of the review of the Commission was terminated (see [Monthly monitoring report no. 6/2012](#)), which has no veto right concerning imposition of obligations.

Wholesale broadband access (market no. 5) in the Czech Republic

See Chapter 2.

7. Associations

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8. Consumer issues

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

During the month of April the CTU commenced 11,915 administrative proceedings concerning subscriber disputes between a person performing communication activities, on the one hand, and a participant, on the other hand, dealing with financial performance and proposals for commencement of procedure concerning objections against the settlement of complaint against price settlement or provision of publicly available service of electronic communications which the CTU decides pursuant to § 129 of Act on Electronic Communications. 4,764 decisions in re were promulgated, of which 4,738 were decisions concerning pecuniary performance (payment of price for services).

Protection of consumer

In the month of July the CTU registered dramatic increase of complaints on providers of services of satellite television offered under the trade names of Skylink and CSlink in connection with the introduction of the so-called „service fee“ and related issues, particularly request for exchange of decoding cards and thwarted investment for purchase of reception facilities claimed by complainant. At the present time the CTU registers hundreds of these complaints.

After evaluation of facts discovered by investigation which commenced immediately after reception of first complaints in the first half of the month of June, the CTU commenced with steps leading to the protection of rights of consumers within its competencies stipulated by the Law.

First of all, the CTU launched the administrative procedure with the company M77 Group S.A., suspected of perpetration of administrative offense of misleading business practices pursuant to the provisions of § 24, Para. 1 of the Act on the Protection of Consumer, because from April 1, 2012 this company offers services of satellite television Skylink and CSlink, designated as the package GRATIS and/or FREE unpaid programs, although from September 1, 2012 their watching will be dependent on the settlement of service fee what corresponds to the definition of misleading business practices contained in the Annex no. 1 of the Act on the Protection of Consumer. The Law allows imposition of penalty on entrepreneur for the perpetration of this administrative offense.

Simultaneously the CTU invited the company M77 Group S.A. to announce commencement of its business activities on the territory of the Czech Republic in harmony with relevant provisions of the Act on Electronic Communications. In the event that the company fails to do so, the administrative procedure will be launched with this company and it will be accused of perpetration of administrative offense pursuant to the provisions of § 118 Para. 1 Letter a) and c) of the Act on Electronic Communications, perpetrated by an entrepreneur who makes business in the field of electronic communications without proper notification (more information can be found in Chapter 8). Penalty may be imposed on such entrepreneur for this offence.

Considering the fact that the company M77 Group S.A. is doing business on the territory of the Czech Republic without this company or its organisational component being registered in the Business Register, what is necessary precondition for doing business on the territory of the Czech Republic, the CTU filed the motion to the Municipal State Prosecutor in Prague to start the investigation of facts suggesting potential commitment of criminal act. According to the notification of the Municipal State Prosecutor the case was handed over to the Police of the Czech Republic for further investigation.

The CTU also hands over these complaints, within the extent in which consumers make their complaints on misuse of dominant position from the part of the company M77 Group S.A., to the Office for Protection of Economic Competition for further procedure.

The CTU also informed competent regulatory body in Luxembourg about this situation and requested investigation of activities of the company M77 Group S.A. from the point of view of Luxembourg law.

The CTU obviously continues in collection and evaluation of documents necessary for commencement of potential further administrative procedures for administrative offences pursuant to relevant provisions of the Act on Electronic Communications, momentarily, in particular, in connection with suspicion that the company M77 Group S.A. has not informed its customers about the change of general conditions for utilization of both services in harmony with provisions of § 63 Para. 6 of the Act on Electronic Communications.

In the month of July the CTU also received another complaints concerning charging for the lease of terminal facilities (modems and set-top boxes) of the company UPC Česká republika s.r.o. At present time administrative procedure is under way with this company for

administrative offence pursuant to § 118 Para. 14 Letter u) of the Act on Electronic Communications, because the company UPC Česká republika s.r.o. has not met the obligation imposed in provisions of § 63 odst. 6 the Act of the Act on Electronic Communications, which obliges entrepreneur, providing publicly available services of electronic communications, to inform subscriber about change of contractual conditions and, if the position of subscriber deteriorates, to inform subscriber about the possibility to withdraw from the contract without any sanction. Promulgation of decision concerning this matter can be expected in August.

9. Legislative changes

On July 4, 2012 the Decree no. 241/2012 Coll. was published in the Volume 82 of the Collection of Acts dealing with determination of prerequisites of technical-organizational rules supporting security and integrity of public communication networks and interoperability of publicly available services of electronic communications under crisis situations. This Decree reacts to the implementation of revised wording of the European regulatory framework for networks and services of electronic communications implemented by the Act no. 468/2011 Coll., which became effective on January 1, 2012. The obligation of relevant subjects to have technical-organizational rules prepared results directly from provisions of the Act on Electronic Communications. The extent of these prerequisites is determined by the Decree in question in order to provide for necessary functions of public communications networks, publicly available services of electronic communications and subsequently information systems in case of crisis situations promulgated on the territory of the Czech Republic, including detailed solution.

So far this legal regulation was materially the subject of the Measure of general nature no. OOP/9/12.2010-18 from December 21, 2010 promulgated by the CTU pursuant to § 99 Para. 1 of the Act on Electronic Communications as amended by the Act no. 468/2012 Coll. This Measure of general nature has been therefore replaced by the above mentioned Decree and has no legal validity.

This Decree becomes effective on August 1, 2012.

On July 4, 2012 the Decree no. 242/2012 Coll. was published in the Volume 82 of the Collection of Acts dealing with determination of the extent and form of information concerning violation of security and loss of integrity of networks. Also this Decree reacts to the implementation of revised wording of the European regulatory framework for networks and services of electronic communications implemented on January 1, 2012 by the Act no. 468/2011 Coll.

Pursuant to § 98 Para. 4 of the Act on Electronic Communications an entrepreneur providing public communications network or providing publicly available service of electronic communications, is required to inform immediately the CTU, subjects operating workplaces receiving emergency calls and, in a appropriate manner, also the user, about serious violation of security and loss of integrity of network, extent and reasons of interruption of provision of services or denial of access to it, measures accepted and estimated deadline of removal of the cause.

The goal of the legal regulation proposed is to unify the form and extent of information handed over (the form is included in the Annex of the Decree) and methods of their transfer to relevant subjects. The CTU will use the information also in transferring the information to the EU Commission and the European Agency for security of networks and information (ENISA) within the framework of the so-called comprehensive annual report pursuant to § 98 Para. 5 of the Act on Electronic Communications.

This Decree becomes effective on August 1, 2012.

On July 19, 2012 the Act no. 253/2012 Coll., amending the Act no. 219/1999 Coll., on the Armed forces of the Czech Republic, as amended by later regulations, was published in the Volume 86 of the Collection of Laws.

New provisions of § 42b of the Act concerning the Armed forces determine conditions which must be observed by the Armed forces in connection with jamming of the operation of electronic communications and further it determines rules for implementation of inspection of these activities by the authority of the Chamber of Deputies.

This Decree will become effective on November 1, 2012.

On July 19, 2012 the Act no. 255/2012 Coll. on Inspection (Inspection order), replacing the existing Act no. 552/1991 Coll., on State Inspection, as amended by later regulations, was published in the Volume 86 of the Collection of Laws.

During the month of July 2012 no legal regulations were published in the Collection of Laws having principal impact on the field of postal services.

10. European Union

Starting from July 1, 2012 the Cyprus takes over [the Presidency of the EU Council](#) for six months. Cyprus selected "Towards better Europe" as its motto and determined ambitious priorities to which belong, among others, to complete successfully negotiations concerning multi-annual financial framework. In the field of [telecommunications](#) Cypriot Presidency intends to orientate itself, in particular, at :

- Strengthening and modernization of the ENISA Agency (European Agency for security of networks and information) with newly extended mandate for security of cybernetic space.
- Review of the [Directive the European Parliament and the Council 2003/98/ES dated November 17, 2003 on recurrent utilization of information of public sector](#) (PSI Directive), with the aim to provide unified approach in all 27 EU Member States. Cypriot Presidency will significantly support review of the Directive concerning recurrent utilization of public sector information, taking into consideration recent survey of economic impacts of the PSI Directive lead by the European Commission in 2011.
- Instructions for trans-European telecommunication networks – the aim of the proposal is to draw attention of private investors to development of infrastructure of networks for high-speed Internet using EU funds in order to attain strategic targets in 2020 "Digital agenda for Europe" and release of potentials of web services.

Strengthening of confidence in on-line transactions – works on the draft regulation concerning confidence in electronic transactions on the internal market, which is the part of the Digital agenda for Europe. The draft regulation in question will deal with questions of interoperability, as well as questions of legal recognition of electronic signatures, electronic identification and e-authentication.

On July 1, 2012 the Plenary session of the European Parliament endorsed the proposal aimed at the change of the future of European road transport. It should be made possible with the help of the eCall system which will be built in every newly manufactured car and in case of an accident it will connect the crew of the car with the line 112. [Recommendation of the Commission dated September 8, 2011 on the Support of eCall services in networks of electronic communications for transmission of emergency calls on board to the line 112 in the whole European Union \(eCall system\)](#) [Inteligent transportation systems in road traffic and their contact points with other kinds of transport](#). Already six years ago the Czech Ministry of Transportation launched the pilot project, which should test the new system in action. Moreover, since 2011, the Czech Republic is a part of the project

HeERO, on which eight other European states participate. Cross-border and technical testing should continue until the end of the next year and the Czech Republic informs the European Commission about it on regular basis.

On July 20, 2012 the European Commission promulgated [on-line public consultation concerning improvement of security of networks and information in the EU](#). This public consultation is opened until October 12, 2012.

On July 23, 2012 the European Commission promulgated [public consultation concerning special aspects of transparency, management of data operation and changes of provider in the environment of open Internet](#) which will be closed on October 15, 2012. The European Commission wishes to know opinions concerning, in particular :

- management of Internet operation and protection of privacy,
- transparency, particularly as far as the speed and quality of Internet connection and restriction of access to the Internet are concerned,
- options of consumer in case of change of operator and
- issues of Internet connection among operators of networks.

11. ITU and other international organisations

TSAG Meeting

On July 2 – 4 2012 the Meeting of Telecommunication Standardisation Advisory Group of the sector ITU-T (TSAG) was held in Geneva. TSAG is acting as advisory and coordination body for study groups, ITU membership and the Office of the sector ITU-T (TSB) orientated at needs of its members from both developed and developing countries. The main theme of the TSAG meeting was, in particular, preparation for the subsequent meeting of the ITU Council and the World Telecommunication Standardisation Assembly (WTSA), which will take place in Autumn this year, it will terminate four-years' study cycle and will specify basic strategic goals and means for another cycle. During the last four years 550 new recommendations were accepted, altogether 135 meetings were held and the number of countries and subjects participating in the activities of the sector increased.

Meetings of the ITU 2012 Council

On July 4 – 13, 2012 the Annual meeting of the ITU Council, which is the supreme body of the ITU in the period between conferences of government plenipotentiaries, took place in Geneva. The Meeting was focused at the inspection of the situation of implementation of the decision of the Conference of government plenipotentiaries (Guadalajara, 2010), participation of the ITU on the implementation of results of the World's Summit concerning information society, current issues of operation and management of the ITU, performance of financial and operational plan, management of human resources, audits and measures in the sphere of financial field, state of reimbursement of costs for preliminary publication of satellite networks, state of receivables and development of membership, preparation of the World's telecommunication conference (WCIT-12) and the World's assembly for standardization of telecommunications (WTSA-12) and took the decision on the programme and holding of the World's radiocommunication conference which will be held from November 2 - 27, 2015.

The Meeting of JTG 4-5-6-7

On July 23 – 27, 2012 the First Meeting of the Joint Task Group JTG 4-5-6-7e, appointed by negotiations of CPM-1 (Conference preparatory meeting) was held in Geneva, aimed at preparation of the text of the CPM Message concerning the issues of identification

of additional bands for IMT and digital dividend II (points 1.1 and 1.2 of the program of the World's radiocommunication conference WRC-15), for the implementation of technical studies of sharing and proposal of potential regulatory steps leading to satisfaction of goals specified in the points of the WRC-15 program in question. The form of appointment of independent group took precedence over the solution of relevant points of the WRC-15 program at the level of independent study group SG4, SG5, SG6 and SG7. The principle of the activity of independent group (JTG 4-5-6-7) is participation of experts from individual study groups and the advantage is, in particular, simpler possibility of coordination of activities inside one group and concentration of experts for the solution of the issues of both relevant points. During negotiations the working plan of the group JTG 4-5-6-7 was prepared, working groups for studies of sharing and compatibility were appointed within the framework of responsibility of working group SG 6, the group for studies of sharing and compatibility of services was appointed within the framework of responsibility of working group SG 5 together with the group for the preparation of the text of the Report of CPM and their working plans and first working documents were prepared.

12. Digitalisation of RTV

On July 10 the CTU promulgated individual authorization to the company České Radiokomunikace a.s. for experimental broadcasting of terrestrial digital television broadcasting in the system DVB-T2 for locations Praha and Plzeň. Individual authorizations were promulgated in harmony with provisions of § 19b of the Act on Electronic Communications for transmitter Praha město 50 which is valid until July 10, 2013 and for transmitter Plzeň město 50 which is valid until December 31, 2012. Considering the fact that it is experimental broadcasting focused at technical verification of new system, which is not determined for commercial purposes, nor it can be considered as a pilot project connected to the possibility of offering another television signals to broad public audience, the CTU stipulated additional conditions for utilization of these frequencies. Besides already mentioned limited time framework of the whole experimental broadcasting, possibility of distribution of television programs is further limited to the time period from 8 o'clock in the morning until 5 o'clock in the afternoon. In the remaining daily time only technical broadcasting will be distributed in the form inevitable for the purposes of verification measurements. Experimental broadcasting commenced on July 17.

At the request of holder of individual authorization, the change of technical parameters specified in relevant authorization for the transmitter Praha Olšanská 64 (broadcasting network 4) was performed in the first week of July, resting in the change of horizontal polarization of broadcasting antenna systems to vertical polarization.

At the beginning of July also the data concerning coverage of population of the Czech Republic by the television signal, published on the Internet pages of the CTU – <http://dtv.ctu.cz/>, were updated

13. Radio spectrum management

Public consultation of the draft conditions of prepared Auction of frequencies

On July 12 the CTU promulgated the tender for the award of rights for the utilization of radio frequencies for the provision of public communication networks in the bands of 800 MHz, 1,800 MHz and 2,600 MHz. Details can be found in the Theme of the month on pages 4–5 of [Monthly monitoring report no. 6/2012 – June 2012](#).

Inspection of utilization of radio frequencies pursuant to § 22b of the Act on Electronic Communications

On July 1 the deadline, pursuant to § 22b of the Act on Electronic Communications, expired, determining that holders of allocations of radio frequencies, for which no deadline for utilization of radio frequencies was stipulated in allocations, will be obliged to start using these frequencies not later than by that date. Therefore the CTU examined the above mentioned obligation of holders of allocations of radio frequencies with all 31 valid allocations, because the obligation for utilization was exactly determined with none of them. At the same time it was commonly known that in some cases holders of allocations of radio frequencies did not use these frequencies for a long time and/or they never started to use them. In majority of cases these allocations were granted in 2005 pursuant to transitional provisions of § 136 Para. 6 of the Act on Electronic Communications concerning transfer of rights and obligations relating to radio frequencies and ensuing from formerly granted telecommunication licences, validity of which was terminated by the amendment of the Law. Within the framework of this inspection it was discovered that, with the exception of one case, utilization of radio frequencies with all allocations commenced within the whole extent of frequencies allocated, which are used in the manner stipulated by the Act on Electronic Communications. The CTU will assess performance of all conditions stipulated in relevant allocations and subsequently will take decision concerning further steps.

On the basis of commencement of this revision process some holders, long before the deadline determined has expired, asked the Chairman of the CTU Council for withdrawal of part of allocations in cases where they expected failure to meet conditions pursuant to § 22b of the Act on Electronic Communications (for example, a part of TDD in the band of 2,100 MHz in allocations for UMTS). Within the framework of inspection the inspection departments of the CTU also checked if utilization of radio frequencies, to which individual authorization of holders of allocations was promulgated as late as during 2012, really started.

Change of conditions of utilization of radio frequencies

On June 22 the CTU promulgated the Measure of general nature – a part of the plan for the utilization of radio spectrum no. [PV-P/7/07.2012-10](#) for frequency band of 2,700–4,200 MHz. In the new edition of part of the plan for the utilization of radio spectrum, limitation of the number of rights for utilization of frequencies was cancelled in segments 3,459–3,480/3,559–3,580 MHz and 3,480–3,500/3,580–3,600 MHz on the basis of reviews of existing number of rights for utilization of radio frequencies. Further, conditions for utilization of frequencies in the bands of 3,400–3,800 MHz are modified with regard to their harmonized perspective utilization for the applications using frequency grid having channels with multiples of 5 MHz and allowing introduction of ultra high-speed networks of access. This part of the plan for utilization of radio spectrum will become effective on September 1, 2012.

14. Postal services

Starting from July 1, 2012 the CTU changed the basic qualitative requirements concerning transfer of results of measurements of transport times of postal consignments embedded in mailboxes and delivered the next business day pursuant to the standard EN 13850. All documents necessary for the audit must be handed over to the CTU within 45 day of the termination of period in which measurements were performed.

On the basis of proposal of the Česká pošta, the CTU in July gave its consent to the change of postal terms by August 1, 2012. The change related to postal terms abroad and results from legal regulations of the World's Postal Union and from conditions under which foreign operators provide their cooperation to the Česká pošta.

During July 7 decisions became effective concerning imposition of fine on the Česká pošta. The first fine, against which the Česká pošta filed remonstrance, was imposed because mobile service places were not available in time given on the Internet pages.

Therefore, deficiencies, discovered during previous inspections aimed at providing availability of basic services with the help of mobile services, could not be removed.

Another 3 fines were imposed for violation of postal secrecy, because the Česká pošta did not respect the wish of sender and registered mail, designed exclusively to be given into own hands of addressee, was put in the mailbox in one case as if it was a plain consignment, and in another 2 cases the consignment was delivered to unauthorized person instead of into own hands of addressee. Herewith it allowed to another person to become illegally acquainted with postal consignment.

Another registered mail, designed to be given into own hands of addressee, the Česká pošta put in the mailbox of the addressee contrary to the concluded contract.

Another fine was imposed in the case of 2 postal consignments from abroad, which the Česká pošta deposited with depository post office different from depository post office chosen by addressee after unsuccessful attempt to deliver it.

The last fine was imposed in the case of registered mail which the Česká pošta deposited with post office without any attempt to deliver it in place of residence of addressee was made before.

Discussed in the CTU Council on August 8, 2012