



Český telekomunikační úřad

# Speed of Internet Access

## Measurement and claims

**PAY FOR THE REAL SPEED**



**SINCE 1 JANUARY 2021, INTERNET ACCESS SERVICE PROVIDERS ARE OBLIGED TO PROVIDE SPECIFIC INTERNET ACCESS SPEED PARAMETERS IN THEIR CONTRACT TERMS.**



**DOES THE INTERNET ACCESS SPEED NOT MEET THE PARAMETERS AGREED IN YOUR CONTRACT TERMS?**

Note! Advertised speed, referred to in commercial communication or advertisements, is usually the maximum speed which the provider is able to provide. Because of many factors affecting Internet speed (such as quality of signal, technology used, type of terminal equipment and its location, capacity sharing, etc.) the actually achieved speed can be lower.



**WHICH SPEEDS SHOULD BE FOUND IN THE CONTRACT TERMS?**

### **For Internet Access Service at a Fixed Location**

**Maximum speed** = realistically achievable speed of Internet access service on a given connection or on a given network termination point.

**Advertised speed** = speed used in commercial communication, in advertisements, at provider's website. Its value must not be greater than the maximum speed.

**Normally available speed** = speed of Internet access service at a fixed location which is really being achieved and is available 95% time during the day. Its value must correspond to at least 60% of the advertised speed.

**Minimum speed** = the lowest speed which the Internet access service provider is obliged to provide at a fixed location. Its value must correspond to at least 30% of the advertised speed.

### **For Mobile Internet Access Service**

**Estimated maximum speed** = realistically achievable speed of Internet access service on a given network termination point and in real operating conditions.

**Advertised speed** = speed used in commercial communication, in advertisements, at provider's website. Its value must not be greater than the maximum speed.



## WHICH OTHER TERMS SHOULD YOU KNOW?

**Actually achieved speed** = speed corresponding to my measurement.

**Discrepancies (significant continuous or recurring)** = continuous or recurring decrease in actually achieved speed over a specified time period; gives a right to make a complaint, see the table below.



## HOW TO MEASURE MY INTERNET SPEED?



CTU operates and recommends the NetTest tool for measuring quality of Internet access service in the form of actually achieved download and upload speed and latency (ping). It is also possible to use other measurement tools. Moreover, a significant advantage of the NetTest tool is the possibility to perform a certified measurement which runs automatically a pre-defined measurement process with a result projected into a PDF document. This document can then be used for raising a claim for Internet access service, if necessary.



## WHAT DO I NEED FOR IT?

You need to visit [www.nettest.cz](http://www.nettest.cz) and then:

- Do a simple test to verify a quality of Internet access service
- Do a certified measurement for the purpose of raising a claim



## WHAT DOES CTU NETTEST MEASURE?

- Actually achieved download speed
- Actually achieved upload speed
- Latency (ping), i.e. time needed for transferring data from your device to server and backwards





## WHAT TO BE CAREFUL ABOUT WHEN MEASURING?

- There is no application running on the desktop background
- Only your computer is connected to Internet (via cable not via Wi-Fi) during the measurement
- Which operating system and Internet browser do you use? You should always use an updated version
- The data volume included in your tariff is not exceeded. Otherwise, the data connection speed will be decreased



## WHICH FACTORS CAN AFFECT THE TEST RESULT?

- Your tariff option (tariffs may differ in speed limitations)
- Being inside or outside a building
- Measurement through Wi-Fi interface of terminal device
- Measurement by device with insufficient performance
- Ongoing operating system update



## HOW OFTEN SHOULD YOU DO THE TEST?

- By Internet at a fixed location, do at least 6 measurements within 90 minutes (do a measurement every 10 to 15 minutes)
- By mobile Internet, do 6 measurements within 60 minutes (do a measurement every 10 minutes)
- Save each measurement result
- The more tests, the higher the objectivity of the overall assessment
- In case of using certified measurement, a pre-defined measurement process is fully automated with a result projected into a PDF document



## WHEN CAN I RAISE A CLAIM?

	Outage of service	Significant continuous discrepancy	Significant recurring discrepancy
Internet at a fixed location	By any decrease below the minimum speed	By decrease below the normally available speed for more than 70 minutes	By at least 3 decreases, within 90 minutes, below the value of normally available speed for at least 3,5 minutes
Mobile Internet		By decrease below 25% of the advertised speed for more than 40 minutes	By at least 5 decreases, within 60 minutes, below 25% of the value of advertised speed for at least 2 minutes



## HOW TO RAISE A CLAIM?

I notify, without undue delay, the defective service performance to my provider



I raise a claim by my provider not later than 2 months after the defective service provision



I wait for a claim settlement by my provider (within 1 months from receipt of the claim)



The claim is accepted (provider favoured my complaint)



I can submit an objection against the claim settlement to CTU within 1 months (charged fee 100 CZK)

The claim is not accepted or is not settled in the statutory time-limit.

**NOTE: RAISING A CLAIM HAS NO SUSPENSORY EFFECT ON THE OBLIGATION TO PAY THE PRICE CHARGED! IN REASONABLE CASES AND BASED ON YOUR SUBMITTED REQUEST, CTU CAN DECIDE THAT THE SUBMITTED CLAIM OR OBJECTION AGAINST THE CLAIM SETTLEMENT WOULD HAVE SUSPENSORY EFFECT.**



## CONTACTS



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