



Telegraphically

O2 launched the 5G network in Prague and Kolín

In June, there was a considerable [media response](#) to the activity of O2 which announced in its [press release](#) dated 17 June the launch of commercial operation of the 5G network in the wider centre of Prague and in Kolín. The operator plans to cover 15% of the Prague population (specifically, the population of Staré Město and Nové Město, Vinohrady, Nusle, Dejvice and Bubeneč) and the centre of Kolín with a 5G signal by the end of the summer. It is giving customers using the FREE+ and NEO tariffs the chance to try the 5G network for CZK 1 per month. However, obtaining a device that is capable of receiving a signal in the 5G standard is still quite [costly](#).

T-Mobile experienced a failure of internal systems

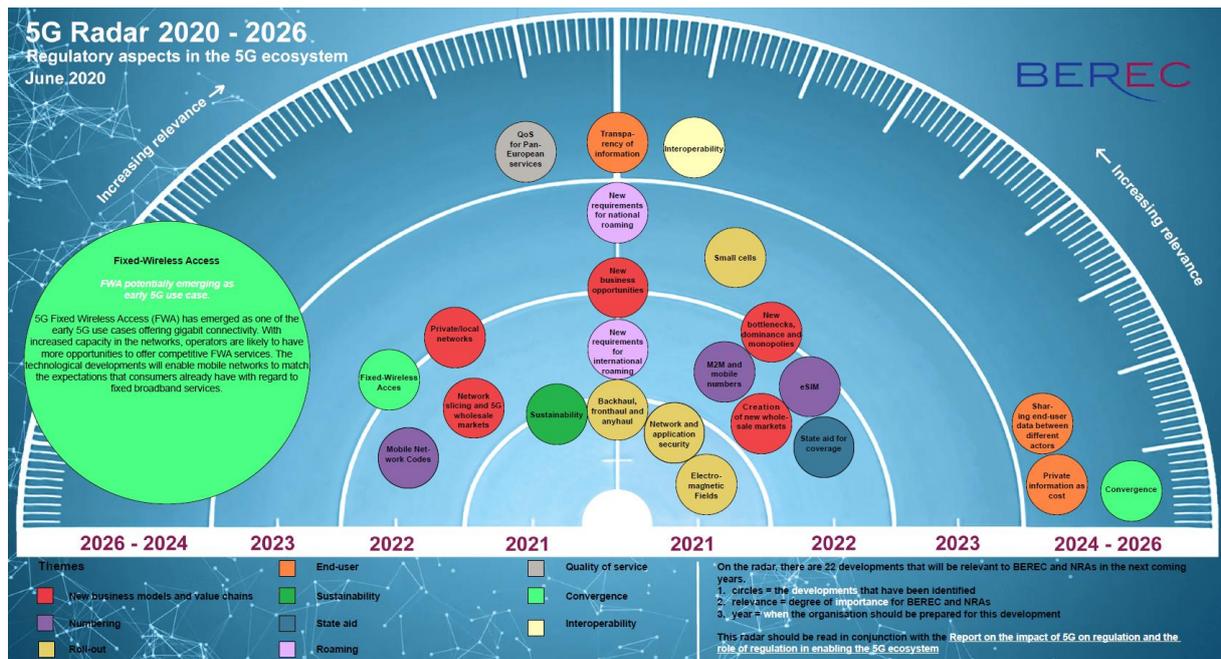
[The failure of the operator's internal systems lasted over two and a half days](#). According to information from T-Mobile, there was no direct disruption to the operation of the network, or to the publicly available call, SMS and data services provided to customers. From the customers' point of view, mainly the operation of self-service customer channels was reduced, which may have disrupted some customer processes (e.g. processes related to porting telephone numbers). The operator informed CTU that in these cases, it opts for a manual solution to complete the initiated customer processes.

Comparison tool

Based on the obligations under the new Section 66a of the Electronic Communications Act, in March 2020, CTU published a call for tenders for the implementation of a sub-threshold public contract for "Creating a tool for comparing prices and quality of electronic communications services". Twenty bidders submitted a bid within the set deadline. After assessment and evaluation, the bid selected as the most suitable within the simplified sub-threshold procedure was the one from CHAPS spol. s r. o. with whom a contract was signed on 9 July. The company will now start implementing an independent comparison tool.

European radar for 5G regulation

The Body of European Regulators for Electronic Communications, BEREC, created an interactive diagram of topics related to the development of 5G networks. See below for details; an interactive pdf version is available at [BEREC's website](#).



BEREC on 5G regulation

At the end of last year, BEREC published its [Report on the impact of 5G on regulation](#). It was subsequently visualized into the form of the so-called 5G radar.

Due to the imminent launch of next-generation networks based on the 5G standard, in 2019 BEREC began to address the possible impacts on the electronic communications market. To this end, it announced in the summer of 2019 a preliminary form of public consultation, known as the call for input, where it asked the professional public, in what areas they see potential problems related to the future functioning of 5G networks.

In December 2019, BEREC published its [Report on the impact of 5G on regulation and the role of regulation in enabling the 5G ecosystem](#) based on stakeholders inputs. The report is the result of a horizontal scan and asks a number of questions on the provision of services and market developments and describes new regulatory challenges for the electronic communications market.

The report was subsequently transformed and visualized into the so-called 5G radar which will help navigate safely both BEREC and NRAs over the coming years through network building, implementing innovative services, building new business relationships, or dealing with potentially critical situations.

The radar is based on the assumption of a gradual launch of 5G services depending on the availability of the relevant spectrum and technologies supporting specific services.

Services expected in the first phase (approximately 2021–2022) are mainly those which are supposed to support the exponential increase in mobile data usage. The networks will combine LTE and 5G standards.

Within the second phase (approximately 2022–2023), operators will invest heavily in virtualization and cloud services.

In the third phase (approximately 2023–2026), operators will start providing new specific services, such as the widespread deployment of IoT applications, and fully realize the potential of the 5G standard.

On 16 June this year, BEREC announced a [public consultation](#) on the proposed 5G radar, which will last until 31 July 2020.

Electronic communications

Public consultation on changes to the conditions set for the provision of electronic communications services

On 17 June 2020, CTU started a [public consultation](#) on the proposal to amend General Authorisation No. VO-S/1/XX.2020-Y. The proposal enshrines the specifications of the basic parameters of the Internet access service and of large deviations from the actual performance of the service and the relationships between them. In order to adequately protect the interests of end-users, it is essential that the contract with the consumer specify concrete speed values and the impact of large deviations and service outages on the exercise of consumer rights in a clear and comprehensible manner, using the stated specifications.

Comments on the proposal could be submitted within 1 month from the date of publication of the call for comments.

Electronic data collection: Newly published forms in the ESD system

At the beginning of July 2020, CTU published a half-year form, ART201 – Services provided in electronic communications in the Electronic Data Collection system (ESD), available at <https://monitoringtrhu.ctu.cz>, for undertakings in electronic communications. This form is used to collect data mainly for relevant market analyses, international reporting, and the national statistical service. A template of this form can be found on the [CTU website](#), and its completion and submission is only possible within the ESD system via a web browser. The deadline for completing and submitting the form is 31 August 2020.

Legislative changes: Transition to television broadcasting in the DVB-T2 standard

[Government Order No. 268/2020 Coll.](#) amending [Government Order No. 199/2018 Coll.](#), on the Technical Plan for the Transition from Terrestrial Digital Television Broadcasting from DVB-T to DVB-T2 (Government Order on the Technical Plan for DVB-T2), as amended by [Government Order No. 120/2020 Coll.](#) was promulgated on 5 June 2020 in [the Collection of Laws, Vol. 100](#).

This is the second amendment to the Government Order on the Technical Plan for DVB-T2. The previous amendment, Government Order No. 120/2020 Coll., temporarily suspended the transition from terrestrial digital television broadcasting from DVB-T to DVB-T2 due to the declared state of emergency and due to the government's crisis measures taken in connection with the SARS-CoV-2 pandemic.

Based on this situation, Government Order No. 268/2020 Coll. was issued, re-starting this transition process after these government measures were lifted by repealing the suspension of the transition process and updating the transition process time schedule. The original deadline for the completion of the whole transition process is postponed by 4 months, i.e. from the original date of 30 June to 31

October 2020. The changes in the annexes to the Technical Plan for Transition concerning the dates for switching off the individual DVB-T transmitters also correspond to this postponement.

Government Order No. 268/2020 Coll. entered into force on the day after its promulgation, i.e. on 6 June 2020.

Market analyses and regulation

Market No. 1 - wholesale call termination services in individual public telephone networks provided at a fixed location, and market No. 2 - wholesale voice call termination services in individual mobile networks

After CTU held public consultations from 22 May to 22 June 2020 on the proposals of decisions on determination or, as the case may be, revocation of determination of undertakings with significant market power based on the results of analyses of relevant markets No. 1 and No. 2 (Measures of a General Nature No. A/1/04.2020-3 and A/2/04.2020-4) and did not receive any comments during this period, it submitted the draft decisions in question to the Office for the Protection of Competition in order for it to provide an opinion at the beginning of July 2020.

Checking wholesale prices for services provided over the LTE network

In May and June 2020, CTU inspected O2 Czech Republic a.s. for compliance with the obligation to set the prices of wholesale services provided on the LTE network in such a way as to enable equally effective applicants for these services to operate profitably on the retail market. O2 Czech Republic a.s. undertook this obligation within the auction of radio frequencies in the 800 MHz, 1800 MHz and 2600 MHz frequencies held by CTU at the end of 2013 and beginning of 2014. The result of this check was a reduction in the price per MB of data for mobile services from CZK 0.07 to CZK 0.045 (i.e. by 35.7 %) and the price per MB of data for services at a fixed location from CZK 0.0023 to CZK 0.0021 (i.e. by 8.7 %). The modified reference offer can be found [here](#).

Public consultation of decision of REM No. 1 and CEN No. 1 with the last SMP undertaking

On 18 June 2020, CTU launched public consultations on the proposals of decisions to impose obligations [REM No. 1](#) and [CEN No. 1](#) upon Dialoga Servicios Interactivos, S.A., the last of the determined SMP undertakings on relevant market No. 1 – wholesale call termination services in individual public telephone networks provided at a fixed location. Comments on the proposals could be submitted within 1 month of the date of publication of the call for comments.

Postal services: Summary report on fulfilment of obligations imposed on Czech Post

CTU published on its [website](#) as well as in the [Postal Bulletin, Vol. 7/2020](#) of 26 June 2020, a summary Report on fulfilment of obligations imposed on Česká pošta, s.p. for the year 2019.

The report on whether and how Česká pošta (Czech Post) manages to fulfil its obligations to the public according to the requirements of the Postal Services Act is published by CTU every year in accordance with the Postal Services Act. Czech Post has a special status among postal service operators as it has to fulfil other specific obligations laid down, inter alia, by Decree No. 464/2012 Coll., which are related

to the provision of universal services, which include standard postal items, registered letters, valuable parcels and postal orders.

The conclusions set out in the report are based on the results of CTU supervision, on the inspection activities, on knowledge gained in handling Czech Post customers' postal items, and on other information obtained by CTU in 2019.

Some chapters of the report and its conclusions clearly show that the dissatisfaction of Czech Post customers with the provision of some services continued also in 2019. It mainly related to the poor quality of delivery of postal items, especially parcels. Customer dissatisfaction with the delivery of parcels is the most significant, as evidenced by responses in the media and on social networks. Customers experience delivery problems not only in the area of universal services, but also within commercial services.

The number of all submissions concerning dissatisfaction with the provision of the universal service, which customers of Czech Post made directly with CTU was 16.45 % lower compared to the previous year. However, the number of submissions concerning the quality of postal delivery increased by 4.61 %.

Czech Post users are increasingly using the possibility of objecting to the settlement of a complaint by Czech Post regarding universal services. In 2019, CTU was contacted by 75 % more dissatisfied customers than in 2018.

Within the supervisory activities, in 2019 CTU observed problems on the part of Czech Post in fulfilling its obligation to make at least one delivery to an address every business day. The vast majority are deficiencies that occur repeatedly or even systematically. Therefore, CTU focused its attention on this area with an increased number of inspections, which revealed numerous errors.

Based on the supervision results, CTU commenced 52 administrative proceedings against Czech Post concerning misdemeanours for breach of its legal obligations; not all have been finalized to date. In 2019, CTU finalized 69 administrative proceedings, in which it imposed penalties totalling CZK 576,698 for misdemeanours pursuant to Section 37a of the Postal Services Act, or pursuant to Section 24 of the Consumer Protection Act.

Some of these proceedings were initiated in previous years, in one of the proceedings a CZK 500,000 penalty was imposed on Czech Post for a breach of the obligation of a postal licence holder to ensure availability of post offices throughout the Czech Republic.

CTU states that some of Czech Post's errors in fulfilling its universal service obligations as a postal licence holder persisted. CTU will therefore continue to supervise Czech Post's activities in the coming period, checking its obligations, in particular in areas criticized by the public.

Business activities in the field of postal services

In June 2020, CTU issued one new certificate of notification of business activities in the field of postal services. The new authorized postal services operator is Inkasní a kapitálová společnost s. r. o. An up-to-date list of all notified operators is available via the [search database](#) on CTU website.

Checked by CTU in June...

... adherence to terms and conditions of General Authorization No. VO-R/12/12.2019-10 for the use of radio frequencies and operation of equipment for broadband data transmission in the 2.4 GHz to 71 GHz bands.

CTU carried out a total of 16 inspections. Defects were found in 11 cases, in particular the effect of harmful interference to priority radiocommunications service stations (meteorological radars) and use of indoor frequencies outside a building, which were resolved by a call to eliminate the identified deficiencies and which will subsequently be addressed in administrative proceedings.

... the use of radio frequencies without authorization.

CTU carried out seven inspections focusing on the use of frequencies without authorization. Five inspections revealed use of frequencies without individual authorization; the cases were referred for resolution in administrative proceedings.

... sources of interference with the operation of electronic communications equipment and networks, the provision of electronic communications services or the operation of radiocommunications services.

In June, CTU closed a total of 144 investigations, of which there were 104 cases of interference with television reception (of which 88 cases of interference with DVB-T2 reception), 17 cases of interference with GSM, UMTS and LTE public mobile communications networks, six cases of interference with a meteorological radar, six cases of interference with radio reception, and 10 cases of interference with various systems (satellite receiver, amateur service converter, mobile and fixed service radio station, wi-fi station, etc.). In two cases of interference with public mobile communication networks, the source of interference was an active element of television reception. In two cases, an LTE base station was identified as the source of interference with DTT (DVB-T and DVB-T2). The investigation of 88 complaints about poor DVB-T2 reception revealed that in 54 cases the defect was in the viewer's equipment, in six cases it was not interference, in 18 cases the interference stopped or occurred sporadically, in one case the cause was reception of signal in a non-covered area. In one case, the cause was collision of SFN signals.

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

As of 30 June, 309 base stations were in pilot operation, and 16,797 stations were in permanent operation. In June, 98 reports of interference were received and the investigation of 104 cases of interference with TV reception was closed; BTS LTE in the 800 MHz band was identified as a source of interference with DTT (DVB-T and DVB-T2) reception in two cases. Defects in television viewers' reception devices were found in 65 cases; in 21 cases the interference stopped or occurred sporadically. In six cases it was not interference, in one case the cause was reception of signal in a non-covered area, and in one case the cause was collision of SFN signals at the reception location (reception of a remote transmitter). Eight interference reports were cancelled by their submitters during investigation of the interference.

The advertised quality and speed of the connection differs significantly from reality

In the previous period, CTU focused on checking the quality of Internet connection. It found that providers only formally comply with the EU Regulation. Although they have incorporated the

required information into their contracts and do not use manifestly prohibited practices, the end-user is still not always transparently informed about the quality of the connection.

The Czech Telecommunication Office recently published a [report](#) on the results of monitoring compliance with [Regulation \(EU\) 2015/2120 of the European Parliament and of the Council](#) laying down measures concerning open Internet access, for the period from 1 May 2019 to 30 April 2020.

Given the results of the monitoring, which also cover the relationships between undertakings providing Internet access services and consumers, CTU would like to provide a brief excerpt from this report.

This is the fourth annual report prepared by CTU. In previous years, CTU focused mainly on the inspection of service providers' contracts, which had to contain the required requisites set out in the Regulation, and on raising awareness - both among end-users and, above all, among providers. In the past period, CTU focused more significantly on performing technical measurements of the quality of the Internet connection.

CTU findings in this respect indicate that providers initially sought to comply with the conditions set out in the Regulation, but after some time there was a stagnation. The providers formally complied with the Regulation – they incorporated the required information into their contracts and do not use manifestly prohibited practices. However, in terms of the offering of their services, there is no further development towards full awareness of end-users of the actual performance of their Internet connection and the contractually guaranteed quality of this connection.

On the contrary, based on the findings of CTU in the past period, it is possible to state that the gap keeps widening between the exaggerated advertised parameters of the services quality, which are intended to influence end-users regarding their decision to enter into contracts, and the realistically achievable performance of the connection offered. Therefore, CTU considers it necessary to make binding definitions of quality of service parameters and deviations from the actual performance of the service so that providers can no longer "entice" end-users to unrealistic connection quality. End-users should have more relevant and clearer information when choosing their connection provider or, more precisely, they should be able to rectify the situation more effectively and efficiently.

On the basis of the above facts, CTU therefore initiated a [public consultation on the proposed amendment of General Authorisation No. VO-S/1/07.2005-9](#) laying down the conditions for the provision of electronic communications services. The definitions of the basic qualitative parameters of the Internet connection service and the relationships between these parameters would be defined within it in a binding manner.

The definitions of the individual QoS parameters and the relationships between them were set out in that proposal in accordance with the BEREC guidelines as follows: the maximum, normally available and minimum speed defined in the contract relates to the advertised speed, and large deviations from the performance of the Internet access service, when provided at a fixed location, are derived from the normally available speed. The maximum speed must not be less than the value of the advertised speed. The normally available speed must correspond to at least 60 % of the value of the advertised speed. The minimum speed must correspond to at least 30 % of the value of the advertised speed. For mobile networks, these are definitions of the estimated maximum and advertised speed, where large deviations are defined as decreases in the performance of the Internet access service below 25 % of the value of the advertised speed.

Radio spectrum management

Comments on the 'Auction of frequencies in the 700 MHz and 3400-3600 MHz bands' tender

In the [3rd public consultation](#) on the draft conditions of the tender, the Czech Telecommunication Office received and published a total of 267 comments from 27 entities. CTU is now assessing all the comments submitted and, based on these comments, it will propose potential adjustments to the conditions of the tender. The results will be published by 7 August 2020.

Public electronic communication networks

In connection with the imminent expiry of certain block allocations of radio frequencies, CTU initiated a review of whether there are still grounds for limiting the number of rights to the use of radio frequencies in the frequency band of 1920–1980 / 2110–2170 MHz (mobile networks with IMT systems with frequency division duplex operation) and 28,2205–28,4445 GHz and 29,2285–29,4525 GHz (fixed links of the network infrastructure of IMT systems).

Telecommunication regulation in the EU

Official Journal

[Council conclusions on shaping Europe's digital future](#) were published on 16 June. The report deals with a wide range of topics from connection, digital value chains and electronic health system up to data-based economy, AI and digital platforms. It mentions also the influence of digital transformation on the fight against coronavirus pandemic and its role during the post-crisis recovery.

On 19 June, [Commission Implementing Regulation \(EU\) 2020/857](#) of 17 June 2020 laying down the principles to be included in the contract between the European Commission and the .eu top-level domain Registry in accordance with [Regulation \(EU\) 2019/517](#) of the European Parliament and of the Council was published.

[Commission Implementing Regulation \(EU\) 2020/911](#) of 30 June 2020 specifying the characteristics of small-area wireless access points pursuant to Article 57(2) of Directive (EU) 2018/1972 of the European Parliament and the Council establishing the European Electronic Communications Code was published on 1 July. This regulation will apply from 21 December 2020 and specifies the characters of access points with low power and short range, which installation will not be subjected to any special permission after the EECC's transposition.

European Commission

The fourth and last call of the [WiFi4EU](#) initiative was open on 3–4 June. The Commission will distribute 947 vouchers with a total value of EUR 14.2 million. Based on the [preliminary results](#), also the Czech Republic is among the winning applicants.

The European Commission published on 11 June the [2020 Digital Economy and Society Index \(DESI\)](#), which monitors Europe's overall digital performance and tracks the progress of EU countries with respect to their digital competitiveness. The [Czech Republic](#) moved by one position higher compared to the previous year and in the overall rating it took the 17th place.

The Commission and the European Agency for Cybersecurity (ENISA) have announced the creation of the [Stakeholders Cybersecurity Certification Group](#) (SCCG). The aim of this group is to raise the transparency of cybersecurity products, services and IKT processes, and to strengthen the trust in

Digital Single Market and its competitiveness. The group was created based on the [Regulation \(EU\) 2019/881](#) (Cybersecurity Act).

On 30 June and 1 July, the EC published Telecom [calls for proposals](#) on projects that can be funded within the Connecting Europe Facility (CEF) programme. Proposals can be submitted until 5 November 2020 except for the last call, which terminates on 1 November 2020.

The EC started on 1 July [public consultation](#) on [Regulation \(EU\) 2018/644](#) on cross-border parcel delivery services. The aim of this public consultation is to gather feedback from selected stakeholders on the application of Regulation (EU) 2018/644 on cross-border parcel delivery services. The consultation will be open until the end of September 2020. The EC sums up more on the regulation on its [website](#).

BEREC

BEREC together with OECD organized in June a two-part webinar on improving customer experience of electronic communication services through Quality of Service (QoS) and Quality of Experience (QoE). Part 1 of the webinar, streamed on 23 June, offered an introduction on Quality of Service (QoS), its role in communication markets and its potential to contribute to an enhanced connectivity. Part 2 of the webinar focused on the QoS and QoE in relation to accessibility, e-health or video communication.

EU Council Presidency

[Germany](#) took over the EU Presidency on 1 July. The motto on Germany's Presidency is Together for Europe's recovery). The grounding pillar of German [programme](#) is the Strategic agenda of the Council of European Union from June 2019 and adjusted working programme of the EC. The [priorities](#) of German's Presidency will be dealing with impacts of the pandemic and to focus on the future development of Europe. Among the addressed topics will belong multiannual financial framework, climate protection, digital transformation, rule of law and the role of Europe in the world. Also, it will be up to Germany to finish negotiations on the future relationship between EU and the UK.

ERGP Plenary meeting

The 18th [Plenary meeting](#) of the European Regulators Group for Postal Services (ERGP) took place online on 25 June. The meeting approved opening of 3 public consultations, which will take place from 7 July to 25 September 2020:

- Draft Work Programme for 2021
- ERGP PL I (20) 7 Draft Report exploring the possible definitions in the postal sector
- ERGP I (20) 8 Draft ERGP Report on key consumer issues

EU Calendar

16. 6. – 31. 7.	Public consultation on draft BEREC Guidelines on the Criteria for a Consistent Application of Article 61 (3) EECC – BoR (20) 106
16. 6. – 31. 7.	Public consultation on draft BEREC Guide to the BEREC 5G Radar and 5G Radar – BoR (20) 110
16. 6. – 4. 9.	Public consultation on the draft BEREC Guidelines to foster the consistent application of the criteria for assessing co-investments in new very high capacity network elements (Article 76 EECC) – BoR (20) 113
2. 6. – 8. 9.	EC Consultation on the Digital Services Act package