



Czech Telecommunication Office

December 2022

Telegraphically

Meeting with the sector

On 6 December, the Czech Telecommunication Office organized a workshop for the professional public on the newly created document entitled “Methodology for Assessing the Impact of Electronic Communications Network Capacity on the Performance of Internet Access Services”, which it intends to use in its inspection activities. Expert comments on the document were addressed at the workshop.

New rules for telemarketing

CTU presented its experience with the new rules for telemarketing at [a meeting of the Chamber of Deputies Subcommittee for Consumer Protection](#). From July to the end of November, we received 619 submissions, of which there were 1,066 telemarketing calls detected from a total of 400 unique numbers. In 47% of these submissions, the marketer remains under investigation. Energy service offers have the [largest share](#).

Price discount of CZK 200

From 1 January 2023, [selected operators will be obliged to provide a service of the so-called special prices](#). People with disabilities and low-income people can apply for a maximum discount of CZK 200 per month. It can be used for mobile or fixed Internet, calls or a bundle that includes any of these services. For more information on how to take advantage of the discount and what conditions an authorised person must meet, please visit [our website](#).

Claims for damaged parcels at Pošta Partner: Must be accepted!

Probably everyone is familiar with Pošta Partner (“Partner Post Office”). It is an alternative to the conventional post offices of Česká pošta, operated by a partner entity, where mainly universal postal services are provided. Their number has been steadily increasing in recent years. Based on the experience from random inspections in previous years, CTU carried out a systematic inspection of these establishments with a focus on the acceptance of claims.

It proved problematic, for example, to raise a claim when a postal item was damaged. In 13 cases, such claims were even rejected. Following the inspection findings, administrative proceedings were promptly initiated.

And what did we check and verify? For example, the range of services provided (if it is possible to submit insured postal items, international postal items, etc.), the publication of information on

changes to postal conditions, on opening hours, on the establishment, compliance with postal secrecy, compliance with the minimum opening hours requirement, the provision of information on request, including verification that the staff can find and provide the information, and in particular, as already mentioned above, the acceptance of claims at the establishments.

Inspections were carried out in August and September at a total of 84 Partner post offices, i.e. a representative sample of 10% of these establishments. Inspections were carried out in all regions and 41 districts. Inspections of claim acceptance were initially carried out incognito, so it was possible to learn about the real customer experience.

70% of establishments without faults, but others with serious faults

So what were the results of the inspections? No irregularities in the area of postal services were found at the 59 establishments inspected, which represents 70% of the total number. On the other hand, 25 establishments (30%) were found to be deficient, and in 5 cases there were even multiple deficiencies. The most frequently reported errors were: the refusal to accept a claim (13 cases) or other related problems (failure to issue a confirmation of receipt of the claim - 2 cases), followed by the absence of information about changes in postal conditions (9 cases). Problems with the storage of parcels (4 cases) and the publication of information on opening hours of the establishment (3 cases) were less frequent.

NetTest also for measuring the Internet access speed in mobile phone

One year after the launch of the NetTest measurement tool, the Czech Telecommunication Office [launched](#) a mobile application on 1 December. The download is only available for Android devices for now. In addition to the normal measurement in the form of a simple test, the app also offers the possibility to perform certified measurements, which will make it easier for the user to raise a claim, if necessary - the app also offers the possibility to save the results of the certified measurement in the form of a PDF document which can then be used directly. More than 18,000 users have already downloaded the app and over 61,000 tests have been performed. In total, the number of tests performed on the website and app has already exceeded one million.

Anyone who wants to check whether their Internet on their mobile phone or other Android device complies with the contractually defined parameters (which can be found in the price list of services, for example) has the option to perform a simple test (normal measurement) to test the service, followed by a certified measurement, the results of which can be used for the purpose of raising a claim about the quality of the service provided. This will determine the download speed, upload speed and response time (ping).

But what is the customer actually supposed to measure? Awareness of Internet speeds in mobile phones or mobile Internet (without mobile call service) among the public is not nearly as high as for Internet at a fixed location. For mobile data services, the general public is more used to dealing with the volume of data; however, let us not forget that from 1 January 2021, the revised [general authorisation](#) applies. According to this authorisation, a significant discrepancy in mobile Internet access service is a drop in speed below 25% of the advertised speed; either for a continuous period of more than 40 minutes or repeatedly five times an hour. The occurrence of such a discrepancy is the reason for a claim about the service provided.

How to measure

So how to use the app to perform certified measurement? It is necessary to be outdoors in an open-air environment (outside of buildings, cars, etc.). For correct measurement (according to the relevant recommendations and standards), the mobile device should not be moving and should be positioned at a height of approximately 1.5 m. It is necessary to check that all applications that use data connections (data traffic) are switched off, and also to switch off access to wifi and connect only to mobile data if we want to measure the mobile Internet access service. On the other hand, the GPS should be switched on. It should be noted that the measurement consumes a relatively high volume of data, approximately 200 MB or even more depending on the speed of the mobile network.

The results of the certified measurements are stored by the app and can be subsequently viewed by the user at any time. The measurement results can also be saved in a PDF file which, in addition to the detailed results of the partial tests, also includes a validation that the measurement meets the specified conditions. Measurements taken at a location with insufficient mobile signal level are marked as erroneous in the measurement result. It is recommended to repeat such measurements at the location in question in case there is only a fluctuation in the signal level at the measurement location.

Checked by CTU in November...

...compliance with the conditions of General Authorisation No. [VO-R/12/11.2021-11](#) for the use of radio frequencies and for the operation of equipment for broadband data transmission in the bands 2.4 GHz to 71 GHz

CTU completed 15 inspections in November. Defects were identified in 12 cases, consisting mainly in harmful interference with priority radiocommunications service stations on a primary basis, use of indoor frequencies outside a building and failure to comply with other terms of the general authorisation, which were resolved by a call to rectify the identified deficiencies and which will subsequently be addressed in administrative proceedings.

... the use of radio frequencies without authorisation

CTU carried out a total of 25 inspections focused on the use of frequencies without authorisation (including frequencies for the use of which an individual licence cannot be issued). In 22 cases, the use of frequencies without authorisation was detected, mainly by the operation of land mobile service stations. The cases were referred to administrative proceedings.

... compliance with the conditions of an individual licence for the use of radio frequencies

3 inspections were carried out. Violation of the conditions of the individual licence was found in one case. The operator of the device was issued a notice to remedy the deficiencies and the case was referred to 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 November, CTU completed investigations into 12 cases of interference with 5G, LTE and GSM public mobile communication networks (in six cases the source of interference was an active element of TV signal reception – mainly an active TV antenna - 3 cases), 6 cases of interference with radio and satellite signal reception, 4 cases of interference with short-range devices, 2 cases of interference with meteorological radar, and 6 cases of interference with various devices (integrated rescue service base

station, amateur radio service station, induction loop devices, etc.). In cases where the interference was confirmed and the source of the interference was found, the operators of the interference sources were ordered to eliminate them.

[... sources of interference with TV signal reception](#)

In November, CTU closed a total of 187 cases of TV signal reception interference. The investigation of complaints about poor TV reception revealed that in 106 cases the defect was in the viewer's equipment (most often a technical fault of the receiving antenna or lead-in), in 20 cases the interference stopped or occurred sporadically. In 23 cases, the complainant withdrew the interference complaint during the investigation. In 33 cases, a source of interference was detected, and in 32 cases the sources of interference were the mobile operator's 5G base stations and in one case the interference was caused by a faulty heat pump thermostat. In five cases, the reception problem was caused by poor signal quality at the reception location.

[... pilot operation of 5G/LTE base stations in the 700 MHz band](#)

As of 30 November 2022, 1706 base stations were in pilot operation, and 2473 stations were in permanent operation. In November, a 5G/LTE base station was identified as a source of TV signal interference in 32 cases. In November, CTU sent a letter via data mailbox to 221 municipalities in whose region the pilot operation of 5G base stations was launched, [with information on how to proceed in case of TV reception interference](#).

[... pilot operation of LTE base stations in the 800 MHz band](#)

As of 30 November 2022, 328 base stations were in pilot operation, and 16973 stations were in permanent operation. In November, an LTE base station was not identified as a source of TV signal interference.

1,676 - the number of decisions issued in November on the matter, of which 1,667 decisions concerned a dispute over payment (payment of the price for services).

2,169 – the number of administrative proceedings initiated in November concerning subscriber disputes between the person carrying out the communication activity and the subscriber. These are the disputes over payments and objections to the settlement of a claim about the billing of the price or the provided publicly available electronic communications service.

Postal licence holder – Česká pošta

Decision of CTU on verification of the request for reimbursement of the net costs of providing universal services for the year 2021

On 30 November 2022, CTU issued a decision on verification of the request for reimbursement of the net costs of providing universal services representing an unfair financial burden for the year 2021, which Česká pošta, s.p. submitted to CTU on 29 August 2021. In its request, Česká pošta, s.p. quantified net costs in the total amount of CZK 1,850,625,159; based on verification of the supporting documents, CTU adjusted the total net costs by CZK 15,539,333 and determined them at CZK 1,835,085,826. The net costs of the post office network were determined by CTU in the amount of CZK 1,466,899,780, the net costs of the delivery network in the amount of CZK 321,027,555, and the net costs of the supporting processes induced by the obligation to provide universal services were determined in the amount of CZK 30,600,281. The intangible and market benefits were determined in the amount of CZK 44,574,111 and the cost of capital in the amount of CZK 61,132,320.

Based on this decision, compensation of CZK 750,000,000 will be paid to Česká pošta, s.p. According to the Postal Services Act, net costs exceeding CZK 1,500,000,000 are not considered an unreasonable burden. At the same time, account should be taken of the preliminary net costs paid for the period in question, which were paid to Česká pošta, s.p. in August 2022 in the amount of CZK 750,000,000.

Price increase by Česká pošta

Česká pošta, s.p. has notified CTU that it will increase the prices of some of its services from 1 February 2023. This price increase will apply to most domestic universal postal services and some other services.

In the case of economy ordinary letter and priority ordinary letter, the basic prices will be increased by CZK 2. The basic price of economy ordinary letter in the lowest weight category up to 50 g will be CZK 23. The basic price of priority ordinary letter in the lowest weight category up to 50 g will be CZK 30.

For economy registered letter, priority registered letter and insured letter, the basic prices will be increased by CZK 10. The basic price of economy registered letter in the lowest weight category up to 50 g will be CZK 62 and the basic price of priority registered letter in this weight category will be CZK 69. The basic price of insured letter in the lowest weight category up to 50 g will be CZK 67 starting from 1 February 2023.

The basic prices of postal money orders in the lowest category according to the amount sent will increase by CZK 3. The basic price of a postal money order in the lowest category according to the amount sent will be CZK 52 for postal money order A (cash - account), CZK 45 for postal money order B-written (account - cash), CZK 43 for postal money order B-data (account - cash), CZK 61 for postal money order C (cash - cash), and CZK 120 for postal money order D (postal money order with accelerated payment, cash - cash).

The price list of Česká pošta, s.p. valid from 1 February 2023 is available [here](#). CTU is now reviewing the affordability of the newly set prices for universal services in accordance with its own methodology.

Economic regulation

Former Market No. 1 (according to the 2014 Commission Recommendation) - Wholesale market of call termination on individual public telephone networks provided at a fixed location

On 5 December 2022, the CTU Council approved the final version of Measure of General Nature No. [A/S1/12.2022-22](#) amending Measure of General Nature – market analysis No. [A/1/04.2020-3](#), Market No. 1 – Wholesale call termination on individual public telephone networks provided at a fixed location, after CTU completed its notification to the European Commission. The measure was subsequently published in the Telecommunications Bulletin, [volume 12/2022](#), on 21 December 2022. CTU will now initiate follow-up administrative proceedings to annul the designation of CETIN a.s. as an undertaking with significant market power and to designate O2 Czech Republic a.s. as an undertaking with significant market power on the relevant market in question, including related administrative proceedings to annul (for CETIN) and impose (for O2) remedies.

Update of termination prices as of 1 January 2023

Based on the Commission Delegated Regulation (EU) [2021/654](#) introducing regulation of maximum termination rates for mobile and fixed voice calls (MTR and FTR) with effect from July 1 2021 in accordance with Article 75 of the European Electronic Communications Code, the maximum prices for these services will be adjusted from 1 January 2023.

Operators operating in the Czech Republic can charge a maximum of CZK 0.0981 per minute excluding VAT (0.4 euro cents per minute) for terminating a voice call on a mobile network in 2023, relative to CZK 0.1406 per minute excluding VAT (0.55 euro cents per minute) in 2022.

From 1 January 2023 until the end of 2023, operators operating in the Czech Republic will be able to charge a maximum rate of CZK 0.0172 per minute excluding VAT (0.07 euro cents per minute) for terminating a voice call on a fixed network, relative to CZK 0.0179 per minute excluding VAT (also 0.07 euro cents per minute) in 2022. The year-on-year change in the maximum price for terminating a call on a fixed network is only due to a new conversion according to the current average of nominal exchange rates.

Price conversions are carried out annually based on the most recent average of the reference exchange rates published by the European Central Bank in the Official Journal of the European Union on 1 September, 1 October and 1 November. If the Official Journal of the European Union is not published on the relevant date, the calculations shall be based on the values published in the next Official Journal. For the year 2023, the average of the reference exchange rates published in the Official Journals of the European Union on 1 September 2022, 3 October 2022 and 3 November 2022 was used for the conversion of prices into Czech crowns set out in the above Regulation.

Regulated roaming price update as of 1 January 2023

In accordance with the EU Roaming Regulation No. [2022/612](#), the maximum wholesale price per GB of data in roaming in EU countries has been reduced from EUR 2 to EUR 1,8 from 1 January 2023. After conversion at the average of the reference exchange rates published by the European Central Bank (ECB) on January 15, February 15 and March 15, 2022 (equal to CZK 24.637 per EUR), this cap will be CZK 44.346 per GB excluding VAT as of 1 January 2023.

One of the situations where it is not possible to draw units (specifically data) in the same way as in the home country, but only up to the amount of the so-called “EU data limit”, is the so-called “open data bundles”, which automatically include tariffs with unlimited data, but can also include other tariffs with data if the average price per GB of data is less than the wholesale unit price. If the tariff is an open data bundle, the EU roaming data tariff shall be calculated according to the following formula: ((retail price of the entire tariff excluding VAT / wholesale cap - EUR 1,8 per GB excluding VAT, i.e., CZK 44.346) x 2).

Universal service - special prices and special terminal equipment devices

Decisions on the imposition of an obligation to provide a partial service of special prices as part of the universal service pursuant to Section 38(3) of the Electronic Communications Act came into force on 13 December 2022, namely for T-Mobile Czech Republic a.s. and Vodafone Czech Republic a.s. On 14 December 2022, a decision on the same matter came into force for PODA a.s. and O2 Czech Republic a.s.

The decision to impose an obligation on O2 Czech Republic a.s. to provide the so-called special terminal equipment pursuant to Section 38(2)(c) of the Electronic Communications Act came into force on 21 December 2022.

All these decisions are effective as of 1 January 2023.

Radio spectrum management

RADIO COMMUNICATIONS ON WATERWAYS

The Czech Telecommunication Office has secured the operation of a new website for the European Regional Arrangement on the Radiocommunication Service for Inland Waterways at <https://rainwat.ctu.eu>. The Chairman of the Arrangement committee is also a representative of the Czech Republic - an employee of the Czech Telecommunication Office.

PREPARING EUROPE FOR THE WORLD RADIOCOMMUNICATION CONFERENCE IN 2023

A meeting of the Conference Preparatory Group (CPG), a CEPT group for the preparation of WRC-23, was held in Yverdon-les-Bains (Switzerland) in November. Over 300 delegates attended in person or remotely. The group discussed preliminary draft European positions on all WRC-23 agenda items. Several positions will be subject to further discussion, for example the UHF band (AI 1.5). There is also a urgent question about the 6425-7125 MHz band, which is set to play a role in wireless connectivity in Europe, but there is no consensus on whether this should be in the form of future mobile networks or through the already available next-generation small-power Wi-Fi networks, or in some other way. The CPG also discussed the preliminary nominations of CEPT experts to the WRC structure, the Radiocommunication Assembly and the leadership of the ITU Radiocommunication Sector Study Groups.

RADIO FREQUENCY BLOCK ALLOCATIONS

In connection with the approaching expiry of the two radio frequency block allocations on 22 October 2024, CTU has [initiated a review](#) pursuant to [Section 20 of the Electronic Communications Act](#) to determine whether there are still grounds for limiting the number of rights to use radio frequencies in the 900 MHz and 1800 MHz frequency bands.

Telecommunications regulation in the EU

On 8 – 9 December, Czech Telecommunication Office hosted the 53rd plenary meeting of the Body of European Regulators for Electronic Communications (BEREC). The meetings concluded with a joint dinner at the Prague Ball Game Hall, where the new BEREC Chair for 2023, Konstantinos Masselos, Chair of the Greek regulator EETT, was symbolically welcomed into office.

Official Journal of the EU

On 10 November, [COMMISSION IMPLEMENTING DECISION \(EU\) 2022/2191](#) of 8 November 2022 on the harmonised standards for radio equipment drafted in support of Directive 2014/53/EU of the European Parliament and of the Council was published. This Decision shall enter into force on the day following that of its publication in the Official Journal of the European Union.

On 25 November, [COMMISSION IMPLEMENTING DECISION \(EU\) 2022/2307](#) of 23 November 2022 amending Implementing Decision (EU) 2022/179 as regards designating and making available the 5 150 - 5 250 MHz, 5 250 - 5 350 MHz and 5 470 - 5 725 MHz frequency bands in accordance with the technical conditions set out in the Annex was published.

On 28 November, [COMMISSION IMPLEMENTING DECISION \(EU\) 2022/2324](#) of 23 November 2022 amending [Decision 2008/294/EC](#), to include additional access technologies and measures for the operation of mobile communications services on aircraft (MCA services) in the Union.

European Commission

On 16 November, the [Digital Services Act \(DSA\)](#) entered into force. The Regulation brings a new set of EU rules for a safer and fairer online environment. These rules apply to all digital services that connect consumers to goods, services or content. The DSA introduces a new comprehensive set of rules for online content intermediaries on how they must designate their services and practices. The rules include new obligations - to limit the spread of illegal content and illegal products online, to increase protection for minors, and to provide more choice and better information to users. The structured information, including an overview of the basic obligations, is available on the [EC website](#).

The European Commission's supervision role will be strengthened by the [European Centre for Algorithmic Transparency \(ECAT\)](#), which will have both internal and external multidisciplinary expertise. The Centre will assess whether the operation of algorithmic systems complies with the risk management rules set out in the Digital Services Act for very large online platforms and search engines. After the Digital Services Act entered into force, online platforms had three months (until 17 February 2023) to report the number of active end-users on their websites. The EC also calls on all online platforms to report these figures to it. Based on the number of users, the Commission will then assess whether the relevant content provider can be considered a very large online platform or search engine. Following this decision, the body concerned will have four months to comply with its obligations under the Digital Services Act, including carrying out a first annual risk assessment and providing it to the European Commission. EU member states must appoint national digital services coordinators by 17 February 2024, the date on which the Digital Services Act will be fully applicable to all entities in its scope.

Eastern Partnership

On 10 November, [BEREC](#) and the [Eastern Partnership Regulators for Electronic Communications \(EaPeReg\)](#) held a joint summit in Riga to discuss the future perspectives of mutual cooperation in broader context of current events in Europe, as well as specific projects planned by regulators for 2023. The various perspectives were outlined in the opening speech by, among others, the Commissioner for Neighbourhood and Enlargement, Mr. Olivér Várhelyi, the Minister for Transport of the Republic of Latvia, Mr. Talis Linkaits, and the Special Envoy of the Czech Republic for Eastern Partnership. The Czech Presidency of the Council of the EU, for which supporting the Eastern Partnership countries is an important policy, also contributed to the organisation of the Summit through the Czech Embassy in Riga. On 11 November, the event was followed by an expert workshop prepared by the Agency for Support for BEREC (BEREC Office) at its headquarters in Riga. Both events thus supported the common objective of BEREC and EaPeReg shared by both parties in the [Memorandum of Understanding](#), namely the development of cooperation between the two networks to help them address current and future regulatory challenges.

On 7 December, [Czech Telecommunications Office \(CTU\)](#) hosted the 20th EaPeReg Plenary Meeting in Prague, as the Vice-Chair of EaPeReg for 2022. Representatives of the EaPeReg 2022 leadership, chairs of 3 expert working groups presented the outcomes of their activities for the past year. At the meeting, the leadership for the following year 2023 was also elected - Ekaterine Imedadze (ComCom, Georgia) as Chair and Robert Mourik (ComReg, Ireland) as Vice-Chair of the network. Work programme for 2023 was also discussed. The plenary meeting was preceded by celebration of the 10-years anniversary of EaPeReg network which was established by a memorandum of understanding on 11 September 2012.

BEREC

The 53rd BEREC Plenary Meeting took place on 8 – 9 December in Prague.

BEREC Board of Regulators adopted the following documents for publication:

[BoR \(22\) 163](#) BEREC Opinion for the evaluation of the application of the Open Internet Regulation

[BoR \(22\) 164](#) BEREC Report Regulatory Accounting in Practice 2022

[BoR \(22\) 165](#) BEREC Report about the Study Visit to the East Coast of the United States of America

[BoR \(22\) 167](#) BEREC Report on the Internet Ecosystem and Report on the results of public consultation

[BoR \(22\) 169](#) Final Report on Satellite Connectivity for Universal Service and Report on the results of public consultation

[BoR \(22\) 170](#) Procedures for the BEREC databases of numbering ranges for value-added services and means of access to emergency services for roaming users

[BoR \(22\) 172](#) Report on measures for ensuring equivalence of access and choice for disabled end-users and Report on the results of public consultation

[BoR \(22\) 174](#) BEREC GUIDELINES ON REGULATION (EU) 2022/612 and Commission Implementing Regulation (EU) 2016/2286 (Retail Roaming Guidelines) and Report on the results of public consultation

[BoR \(22\) 175](#) Report on the participation of NRAs in cybersecurity fora at EU-level

[BoR \(22\) 183](#) Report on number-independent interpersonal communication services (NI-ICS) revenue indicators

[BoR \(22\) 184](#) Study on Communication Services for Businesses in Europe: Status Quo and Future Trends

[BoR \(22\) 189](#) Study on the NRA independence, Final Report

[BoR \(22\) 197](#) Report on ECA Audit recommendations for 5G cybersecurity

[BoR \(22\) 193](#) BEREC Work Programme 2023 and Report on the results of public consultation

BoR (22) 198 Indicative calendar of international events for 2023

Other documents approved for [public consultation](#):

[BoR \(22\) 188](#) Report on competition amongst multiple operators of NGA networks in the same geographical region

[BoR \(22\) 185](#) Draft BEREC Report on the regulatory treatment of business services

[BoR \(22\) 187](#) BEREC report on interoperability of Number-Independent Interpersonal Communication Services (NI-ICS)

[BoR \(22\) 191](#) BEREC Report on the impact of Artificial Intelligence (AI) solutions in the telecommunications sector on regulation

ERGP

The second plenary meeting of this year of the European Regulators Group for Postal Services (ERGP) took place on 25 November in Barcelona. Dan Sjöblom (PTS, Sweden) was unanimously elected as ERGP Chair for 2024.

[Following documents](#) were approved:

ERGP PL II (22) 7 – ERGP Medium-term strategy 2023 – 2025 and Report on the results of public consultation

ERGP PL II (22) 6 – ERGP Work Program 2023 and Report on the results of public consultation

ERGP PL II (22) 8 – ERGP follow – up report of the impact of online platforms in the postal sector; -
ERGP PL II (22) 10 – ERGP Report on Quality of service, consumer protection and consumer handling

ERGP PL II (22) 12 – ERGP Report on postal core indicators;

ERGP PL II (22) 14– ERGP Report on access to the postal network in a context of booming e-commerce;

ERGP PL II (22) 16 – ERGP report on environmental sustainability in the postal sector.