



Czech Telecommunication Office

December 2020

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## Telegraphically

### Coverage of the Prague metro

The pandemic shortened the operating hours of the Prague metro. There is thus more time left for the night works on coverage of the individual metro stations and tunnels with mobile signal, which are carried out by the Prague transport company together with a consortium of three mobile operators and CETIN. According to the list provided on the [transport company's website](#), a total of 31 stations have been covered. By the end of the year, however, the metro should have been covered in the entire greater centre of Prague.

### The Czech Republic and ICT in 2020

The Czech Statistical Office has published two extensive publications related to ICT. The [Digital Economy in Figures 2020](#) provides detailed statistical data on the number of experts in ICT, investment, exports, etc. The [second publication](#) contains detailed data on the use of ICT technologies in households and by individuals in 2020. What is also of interest is e.g. a presentation of the use of [IoT](#) in Czech households.

### Terrestrial TV broadcasting

Even after the completion of the transition to the new broadcasting standard in the DVB-T2 format, terrestrial television broadcasting retains its dominant position – as in previous years, it is still used by approximately 55% of Czech households. This has been shown by a [survey](#) commissioned by České Radiokomunikace. Of the households that receive DVB-T2, 52% use a set-top box and 48% have a TV compatible with the new broadcasting standard.

## The preparation of an independent comparison tool continues

**In order to increase transparency and comparability of services on the electronic communications market, CTU in cooperation with a contractor continues to prepare its own price and quality comparison tool, as required by Section 66a of the Electronic Communications Act.**

The comparison tool will allow consumers to compare the prices of communication services. For mobile services, it will cover call, SMS and data services. For services provided at a fixed location, the consumer will be able to compare prices of calls, Internet and TV services.

Simultaneously with the comparison tool, CTU is also preparing a decree to determine the scope, form and manner of how the operators should hand over the information for the purposes of operating this tool.

The draft decree defines the requirements for the transmission of data on the qualitative parameters of services decisive the user's choice. Furthermore, the obligation to transmit information on the form of combinations (bundles) of various electronic communications services (e.g. Internet, IPTV and mobile calling) has been removed; this information will be replaced by direct links to the operator's website with relevant information. In addition, the method of reporting the geographical availability of services has been modified. It will allow operators to report the availability of the service for the whole street, municipality or city district in statutory cities and the capital city of Prague if the relevant service in that geographical unit is available for at least 75% of address points; a service that the operator is able to activate at the address point within 30 days of submission of a request for the service is also considered available. Data collection for the comparison tool will be carried out to ensure that the comparison tool is available for mobile services from February 2021 and for other relevant services from April 2021.

CTU will not only provide information about the start of data collection and the launch of this tool on its website, but will also send detailed information to the operators' contact email addresses reported as part of notification of their communication activities.

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## Czech Post to increase the prices of some services for customers with contracts

**With effect from 1 January 2021, there will be changes in the prices of selected basic services intended primarily for customers with contracts (i.e. not for consumers) of Czech Post.**

1. Discount adjustment – Registered Letter, Insured Letter – there will be a reduction in the quantity discounts for senders (customers with contracts) in the consumption volume ranges from CZK 5 million by 0.75 pp, from CZK 10 million by 3 pp, and from CZK 100 million by 4 pp (i.e. 1%, 2%, 4% respectively).
2. Cancellation of the quantity discounts for the monthly volume of Ordinary Parcel and Insured Parcel posting.
3. Adjustment of the price of the “Cash on Delivery” additional service. If Money Order “A” (crediting to an account) is used, the uniform price will be CZK 40. If Money Order “C”

(payment in cash) is used, the uniform price will be CZK 50. For undocumented cash on delivery, the uniform price will be CZK 30, regardless of the cash on delivery amount.

4. Abolition of the “Economically” regime for overseas international postal items (International Ordinary Mail, International Ordinary Mail for the Blind, International Ordinary Printed Matter Bag). For the most numerous postal items (ordinary postal items up to 50 g), this will increase the price of the service by CZK 6.
5. Increase in the price of ordinary and registered postal items to the United Kingdom heavier than 100 g by CZK 11 as a result of the United Kingdom’s exit from the EU. The prices of registered mail and insured letters to the EU, as well as registered mail and insured letters weighing less than 100 g to European countries outside the EU and overseas, will also be increased by CZK 8.
6. Ordinary Letter – increase in the prices for customers with contracts – users of postage meters, if prices are paid by Credit and for Hybrid Post customers by CZK 0.50, in all weight categories. The current prices valid until the end of 2020 were set in 2008. For example, the price of the most frequently used letter up to 50 g in the economic regime will rise to CZK 10.
7. Discount adjustment – Ordinary Letter – there will be a reduction in the quantity discounts for senders (customers with contracts) in the volume ranges from CZK 10 million (inclusive) by 2 pp.
8. Recommended Letter and Insured Letter – there will be an increase in the prices for customers with contracts – users of postage meters, customers that pay prices by Credit and for Hybrid Post customers by CZK 4, in all weight categories.

**ORDINARY CUSTOMERS WILL ONLY BE AFFECTED BY THE CHANGES SPECIFIED IN POINTS 7 AND 8.**

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## Checked by CTU in November ...

... compliance with the conditions of General Authorization No. [VO-R/12/12.2019-10](#) for the use of radio frequencies and operation of devices for broadband data transmission in the 2.4 GHz to 71 GHz bands

CTU performed a total of 23 inspections. Deficiencies were found in 22 cases, especially the effect of harmful interference with stations of priority radiocommunications services (meteorological radars) and the use of indoor frequencies outside the building, which were addressed by a call to eliminate the identified deficiencies and will subsequently be addressed in administrative proceedings.

... use of radio frequencies without authorization

CTU performed a total of 13 inspections focused on the use of frequencies without authorization. In 7 cases, the use of frequencies without individual authorization was detected; the cases were referred for resolution in administrative proceedings.

... compliance with the conditions of the individual authorization to use frequencies

One inspection of compliance with the conditions of the individual authorization for the use of frequencies was performed, which revealed a failure to comply with the parameters of the individual authorization during the operation of the radio transmitter.

... 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 September, CTU closed a total of 180 investigations, of which 133 cases of interference with television reception, 7 cases of interference with GSM, LTE and UMTS public mobile communications networks, 26 cases of interference with a meteorological radar, 6 cases of interference with radio and satellite reception, and 8 cases of interference with various devices (an aeronautical radio station, an amateur service device, a Wi-Fi station, a short-range device, etc.). The investigation of complaints about poor TV reception revealed a defect in the viewer's equipment in 90 cases, in 11 cases it was the effect of shading, reflections or reception in an uncovered area; the interference stopped or had a sporadic occurrence in 15 cases. 14 complaints about interference were withdrawn by their submitters during the investigation of the interference. In 2 cases interference was found, and in 1 case it was not interference with TV reception (interference by noise). In November, during the inverse weather, CTU recorded an increased number of complaints about interference with TV reception – 246 complaints were received.

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

As of 30 November 2020, 290 base stations were in trial operation, and 17,005 stations were in permanent operation. No LTE base station was identified in November as a source of interference with TV reception in any case. Defects in television viewers' reception devices were a source of interference with mobile networks in 4 cases.

2,544

– the number of administrative proceedings initiated in November concerning subscriber disputes between a person carrying out communications activity and a subscriber. These are disputes over [monetary](#) performance and objections to the settlement of complaints.

3,983

– the number of decisions issued in November concerning the matter, of which 3,975 decisions concerned a dispute over monetary performance (payment of the price for services).

## The price for the entire period a contract cannot be charged if the customer decide to port their number

One of CTU's core competencies is the resolution of subscriber disputes. However, if these disputes need to be assessed, the Electronic Communications Act does not always offer a clear solution.

In practice, there are logically cases where it is not possible to rely on selected legal provisions without further consideration, and it is necessary to take into account the context of the whole situation, as well as general legal principles. This is the case, for example, in billing of flat-rate services if the customer's telephone number is ported to another provider of electronic communications services during the billing period.

Given that neither the Electronic Communications Act, nor any other legal regulation by which CTU is bound in its activities, explicitly lays down the procedure that should be used by providers to bill services in the event that a customer's telephone number is ported to another provider of electronic communications services, i.e. whether to charge for this service for the entire billing period or in proportion as of the date of telephone number porting, CTU constantly assesses this issue in its decision-making practice in terms of fair trade principles arising from private law, especially the Civil Code, which prohibits arrangements contrary to the principles of morality while imposing on everyone the obligation to act fairly in legal relations.

The fact that the leaving customer would be forced to pay a lump sum for the period in which they could no longer actually use the service provided and in which the service could no longer be provided due to porting of the telephone number to another provider cannot, given the aforementioned rules, be considered a procedure that takes into account the customer's interests, especially in a situation where the customer is also obliged to pay for the services provided by the new provider in the given period.

For the above reasons, CTU considers invalid any contractual arrangements under which the operator would be entitled to charge the customer the price for the entire billing period when a number is ported during this period.

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## Calls can also be made via Wi-Fi

**Not within range of a mobile network signal and need to call someone? There is one more option: Wi-Fi calling. Under favourable circumstances, you can also use such network for your calls, both for outgoing and incoming.**

Of course, you must be within range of a Wi-Fi network to which you have the right to connect and access the Internet. Another condition is a sufficient quality of Internet connectivity offered by such network, especially in terms of sufficient transmission speed (as well as other qualitative parameters, such as transmission delay and transmission regularity). Typically, a minimum of 100 kbit/s for a single voice call is specified as a minimum.

If you are within range of such a Wi-Fi network, a service called Voice over Wi-Fi (abbreviated VoWi-Fi) may be used. In the Czech Republic, it is now offered by all three mobile operators, as an alternative for cases when you are not within range of their mobile network. This service still operated by them, differing from traditional calls by the way the call is transferred between the end user and the operator's network: instead of the radio part of the mobile network, the signal of which is then not needed, the relevant part of the call is transferred via the Wi-Fi network and public Internet to the

backbone parts of the operator's network. Therefore, the quality of the Wi-Fi Internet connection is crucial.

Everything else is the same with Voice over Wi-Fi as with traditional call: the other person does not even know that you are calling differently. They see your incoming call under the same telephone number, which they can also use to call you. The price of a call is usually the same, but not necessarily – depending on the operator's pricing policy. What is usually limited is calls to emergency and other lines (such as assistance) that need to know the caller's location. With Voice over Wi-Fi, the mobile operator does not know this because it does not know where the Wi-Fi network through which the user is calling (and through which the call is transmitted from the caller to the public Internet and then to the operator's network) is physically located. Likewise, SMS and MMS services are not available for Voice over Wi-Fi services.

This is a relatively significant difference from another solution, called Voice over LTE (abbreviated VoLTE), which is often confused with Voice over Wi-Fi (VoWi-Fi) services. In both cases, a part of the call (between the caller and the backbone part of the operator's network) is transmitted as data, over the data network, or more precisely, along the transmission path dedicated for data. However, while in the case of VoWi-Fi it is a Wi-Fi network (i.e. Internet connectivity) under the control of someone else, such as the caller (or the caller's employer, etc.), in the case of VoLTE it is a transmission path fully under the control of the mobile operator itself.

Specifically, as the name "Voice over LTE" suggests, it is a transmission path reserved by the mobile operator itself in its LTE network, and therefore with guaranteed throughput and transmission capacity. Therefore, the mobile operator can guarantee the call quality for VoLTE, but not for VoWi-Fi – because the bottleneck may be the transmission over the Wi-Fi network, which the mobile operator does not control and, therefore, cannot influence its quality.

However, this also means that in order to use VoLTE, the caller must be within range of the operator's mobile network signal. In addition, it must be its LTE network (a GSM or 3G network is not enough). This does not apply to Voice over Wi-Fi, as this option can be used even outside the range of the mobile operator's network (and is usually advertised as such).

However, another necessary condition is the same for both Voice over Wi-Fi and Voice over LTE: namely that your mobile phone supports the respective technology, because even today not every mobile phone supports VoWi-Fi and/or VoLTE. Therefore, before you decide to use one of the services described above, first make sure that your mobile phone supports it.

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## Telecommunications regulation in the EU

### European Commission

On 13 November the European Commission (EC) introduced their [New Consumer Agenda](#) to empower European consumers to play an active role in the green and digital transitions. The new Agenda puts forward priorities and key action points to be taken in the next 5 years together with Member States at European and national levels. This will, among other things, include a new legal proposal aiming to provide better information on sustainability to consumers, adapting existing legislation to the digital transformation as well as an action plan on product safety with China. The New Consumer Agenda presents a vision for EU consumer policy from 2020 to 2025.

On 25 November the EC released [draft new rules on data governance](#). This regulation should simplify data sharing among various sectors and to build a base for new European way of data governance,

which is fully in line with EU values and principles (such as data personal protection, consumer protection and competition rules). In the [data strategy](#) published in February this year, the EC proposed nine such data spaces in different areas such as industry, public health of green deal for the Union.

On 2 December a [public consultation](#) was launched in frame of the review of The Broadband Cost Reduction Directive (Directive [2014/61/EU](#)) which aims to facilitate and incentivise the roll-out of high-speed electronic communications networks by lowering the costs of deployment with a set of harmonised measures. This public consultation will be open until 2 March 2021.

## Official Journal of the EU

On 4 November a Commission Implementing Decision ([EU](#) [2020/1630](#)) of 3 November 2020 amending Implementing Decision (EU) 2019/1326 as regards the electromagnetic compatibility of industrial, scientific and medical equipment, household appliances, electric tools and similar apparatus, electrical lighting and similar equipment, multimedia equipment, switchgear and controlgear. This implementing decision entered into force on day of its publication in Official Journal of the European Union.

## BEREC

On 19 November BEREC held a workshop on harmonized data collection regarding number independent interpersonal communication services and video streaming services. [Presentations](#) are available at BEREC website.

The [45rd BEREC Plenary meeting](#) took place on 10 and 11 December 2020. A workshop on sustainability preceded the plenary meeting. BEREC Board of Regulators adopted the following documents for publication:

- [BoR \(20\) 208](#) BEREC Report on Transparency and Comparability of International Roaming Tariffs
- [BoR \(20\) 209](#) Termination rates at European level July 2020
- [BoR \(20\) 210](#) BEREC Report on Regulatory Accounting in Practice 2020
- [BoR \(20\) 220](#) BEREC Work Programme 2021 and public consultation [report](#)
- [BoR \(20\) 223](#) Guide to the BEREC 5G Radar and 5G Radar and public consultation [report](#)
- [BoR \(20\) 225](#) BEREC Guidelines on the Criteria for a Consistent Application of Article 61 (3) EEC and public consultation report
- [BoR \(20\) 226](#) BEREC response on the targeted public consultation on the evaluation of the state aid rules for the deployment of broadband networks
- [BoR \(20\) 228](#) Report of BEREC recent activities concerning the EU 5G Cybersecurity Toolbox Strategic Measures 5 and 6 (Diversification of suppliers and strengthening national resilience)
- [BoR \(20\) 232](#) BEREC Guidelines to foster the consistent application of the conditions and criteria for assessing new very high capacity network elements (Article 76 (1) and Annex IV EEC)For Public consultationBoR (20) 230Draft BEREC Guidelines on Geographical surveys. Verification of information and public consultation [report](#)

[Public consultation](#) was launched on [BoR \(20\) 230](#) Draft BEREC Guidelines on Geographical surveys. Verification of information.

## ERGP

II. plenary meeting of the European regulators group for Postal Services was held on 27 November 2020. The following [documents](#) were adopted for publication:

- [ERGP PL II \(20\) 6](#) - Work programme 2021
- [ERGP PL II \(20\) 7](#) - Report on postal definitions
- [ERGP PL II \(20\) 8](#) - Report on key consumer issues and public consultation [report](#)
- [ERGP PL II \(20\) 22](#) - Report on quality of service, consumer protection and complaint handling
- [ERGP PL II \(20\) 23](#) - Report on postal core indicators
- [ERGP PL II \(20\) 24](#) - Report on the evaluation of cross-border parcel delivery services
- [ERGP PL II \(20\) 25](#) - ERGP report on regulatory tools
- [ERGP PL II \(20\) 26](#) - Report on the consequences of Covid-19 on the postal sector -
- [ERGP PL II \(20\) 28](#) - ERGP report on interconnection models and access to international postal networks