



Č e s k ý t e l e k o m u n i k a č n í ú ř a d

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Prague 24 April 2012
Ref. ČTÚ-44 567/2012-610

On the basis of public consultation under Section 130 of Act No. 127/2005 on electronic communications and on amendment to certain related acts (the Electronic Communications Act), as amended (the "Act") and on the basis of the decision of the Council of the Czech Telecommunication Office (the "Office") under Section 107(8)(b)(2) of the Act, and in order to implement Section 71(3) of the Act, the Office as the appropriate state administration body under Section 108(1)(b) of the Act hereby issues this

Measure of General Nature No OOP/14/04.2012-5, laying down the service quality parameters to be measured and the content, form and manner of publishing information on the current prices, quality and conditions of the provision of publicly available electronic communications services and the measures to ensure equitable access for disabled users, and the quality assessment procedures

Article 1
Introductory provisions

The purpose of this Measure of General Nature is to lay down the quality parameters to be measured of publicly available electronic communications services being provided and to determine the content, form and method of publishing information about the current prices, quality and conditions of the provision of such services and about the measures that ensure equitable access for disabled users, and also to lay down the quality assessment procedures, all in a form enabling end users to make simple comparisons of such information.

Article 2
Service Quality Parameters

(1) The following quality parameters are measured for assessing the quality of the publicly available electronic communications services:

Number	Parameter description	Definition and the methods of measurement & calculation
1	Average time to connect the subscriber to the access service (connect, install & make operable)	<p>The time to connect the subscriber to the access service – time spanning from the moment of the placement by the subscriber of a valid order for connection to the moment of installation and putting into service.</p> <p>where</p> $D_z = D_v / V_o \text{ [days]}$ <p>D_z is the average time needed to connect the service D_v is the sum of all the times needed to connect the service over a period under review (all orders carried out, including those rolled over from the previous period and carried out in the period under review) V_o is the total number of orders carried out, including those rolled over from the previous period and carried out in the period under review.</p>
2	Access service fault rate	<p>The rate of faults per 100 access services is the ratio of the number of users'/subscribers' valid fault reports of service quality degradation (e.g., access speed reduction below the minimum guaranteed level), or service interruption, related to the average number of service subscribers over the period under review. Faults of the electronic communication terminal equipment connected to the termination point are not included.</p> <p>where</p> $C = (H / A \cdot 100 \text{ [faults/year]})$ <p>C is the frequency of faults per 100 access services H is the number of valid fault reports received over the period under review A is the average number of access service subscribers for the period under review, which is calculated as the sum of the access service subscribers in the individual months divided by the number of months in which the services were provided</p>
3	Average fault repair time	<p>The fault repair time is the time from the moment of a fault report receipt by the service provider to the moment the service is returned to the prescribed operating condition.</p> <p>where</p> $D_p = S / P \text{ [hours]}$ <p>D_p is the average time needed to repair a fault S is the sum of all the times of the duration of faults terminated in the period under review, including those rolled over from the previous period) P is the number of faults reported over the period under review, including those rolled over from the previous period (and terminated in the period under review)</p>
4	Rate of bill correctness complaints concerning the price of electronic communications services	<p>The rate of users'/subscribers' bill correctness complaints concerning the price of electronic communications services is the ratio of the number of such complaints to the total number of bills issued over the period under review. A bill correctness complaint is any justified complaint against the amount of the price charged for the services provided</p> <p>where</p> $R = (R_c / V_c \cdot 100 \text{ [%]})$ <p>R is the rate of bill correctness complaints R_c is the number of all the bill correctness complaints received over the period under review (or, in the case of collective bill, the number of all the subscribers where the price was settled wrongly in the period under review) V_c is the number of all bills issued over the period under review (or, in the case of collective billing, the number of all the subscribers with wrong billing in the period under review)</p>
5	Average response time of the information service operator receiving fault reports from subscribers	<p>The response time of the information service operator receiving fault reports from subscribers is the time that elapses between the moment of reception of a call by the system forwarding calls to the operator and the moment when the operator answers the call. The measurement will only include callers who actually reached the information service operator. Calls to the IVR (interactive voice response) are not included in the measurement because there is no call response waiting time in such cases.</p> <p>where</p> $D_i = T / K \text{ [s]}$ <p>D_i is the average time taken by the information service operator receiving fault reports from subscribers to respond to the call. T is the sum of the times time taken by the information service operators receiving fault reports to respond to the calls over the period under review K is total number of calls over the period under review</p>

6	Rate of early call termination or loss of service integrity in mobile electronic communications network	The rate of early call termination or loss of service integrity in mobile electronic communications network (with exclusion of effects on the user's side) is the ratio of the number of early call terminations or cases of service integrity loss in the undertaking's network to the total number of all the calls connected within the undertaking's network in the peak traffic hour.
		<p style="text-align: right;">$Mu = S_U / S_C \cdot 100$ [%]</p> <p>where</p> <p>Mu is the rate of early terminations of calls (connections)</p> <p>S_u is the total number of early terminations of calls (connections) in the undertaking's network over the period under review</p> <p>S_c is the total number of calls (connections) made within the undertaking's network over the period under review</p>

(2) Information about the resultant values of the measured quality parameters of the publicly available electronic communication network should be provided to the extent and in the format as shown in Annex 1 to this Measure of General Nature.

Article 3

Prices, conditions of the provision of publicly available electronic communications services, and the measures for disabled users

(1) Information about the current prices and conditions of the provision of selected publicly available electronic communications services and about the measures for disabled users, all depending on the type of services provided, is processed to the extent and in the format as shown in Annex 2 to this Measure of General Nature.

(2) Tariffs/services for which an agreement on the provision of a publicly available electronic communications service can be entered into as at the given date should be indicated in the overview of the current prices and conditions as shown in Paragraph 1 above. The individual tariffs/services will constitute separate columns having the names of the respective tariffs/services in their headings. For the comparative overview (made public by the Office) of the current prices, conditions of the provision of selected publicly available electronic communications services and measures for disabled users, the number of the indicated tariffs/services should be sufficient to enable every subscriber to select at least one tariff/service. The range of the services to be publicly presented by the undertaking on its operating premises and via remote access shall be set out in the decision issued by the Office under Section 71(1) of the Act. The current prices shall be stated in the Czech currency, inclusive of the VAT.

(3) The information to be provided as shown in Paragraph 1 above does not include action offers related to the provision of publicly available electronic communications services.

(4) In accordance with Section 71(2) of the Act, provision of the information referred to in Paragraph 1 above shall not be required where the provided services are compared within the service price comparison calculator, accredited by the Office.

Article 4

Method of publishing the information provided

(1) The information referred to in Article 2(2) above must be updated by 31 March for the preceding calendar year.

(2) The information referred to in Article 3(1) must be updated on a continuous basis, depending on the changes in prices or in the conditions of the provision of selected publicly available electronic communications services, in order to ensure, for purposes specified in Section 54(2) of the Act, that the effective version of such information is always available to the Office no later than the first day it is in effect, and for purposes specified in Section 71(1) of the Act the effective version of such information is made public no later than the first day it is in effect.

Article 5 Revoking provisions

This is to revoke Measure of General Nature No OOP/14/12.2005-43 laying down the service quality parameters to be measured, and the content, form and manner of publishing information on the current prices, quality and conditions of the provision of publicly available electronic communications services, ref. 42 079/2006-620, dated 15 December 2005, published in issue 18/2005 of *Telekomunikační věstník* [Telecommunication Bulletin].

Article 6 Effect

This Measure of General Nature enters into force on 1 July 2012.

Explanatory note

To implement Section 71(3) of the Act, the Office issues Measure of General Nature No OOP/14/04.2012-5 (the "Measure"), revoking the previously effective Measure of General Nature No OOP/14/12.2005-43 ("OOP 14") laying down the service quality parameters to be measured, and the content, form and manner of publishing information on the current prices, quality and conditions of the provision of publicly available electronic communications services.

Act No. 468/2011, amending Act No 127/2005 on electronic communications and amending certain related acts (the Electronic Communications Act), as amended ("the amended Act") came into force on 1 January 2012. This amended act transposes the revised European regulatory framework for electronic communications networks and services to the Czech legislation. The directives and regulations being transposed include Directive 2009/136/EC of the European Parliament and of the Council of 25 November 2009, amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services, Directive 2002/58/EC concerning the processing of personal data and the protection of privacy in the electronic communications sector and Regulation (EC) No 2006/2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws; and Directive 2009/140/EC of the European Parliament and of the Council of 25 November 2009, amending Directive 2002/21/EC on the common regulatory framework for electronic communications and services, Directive 2002/19/EC on access to and interconnection of electronic communications networks and associated facilities, and Directive 2002/20/EC on the authorisation of electronic communications networks and services. The amended Act emphasises the securing of equitable access to the services for disabled users and extends the range of services specified in Section 54(2) of the Act to cover the sector of publicly available electronic communications services.

For the above reasons the Office issued a new measure to create prerequisites for proper functioning of competition and for the protection of users and other market players. The Office also took account of developments in the offer of services in the electronic communications services sector and the changing structure of information required.

This measure should be applied, under Section 71(2) of the Act, for the purposes of publishing in accordance with Section 54(2) of the Act, by the undertakings that provide publicly available telephone services. Also applicable is this measure to the undertakings providing publicly available electronic communications services on which an obligation was imposed by the Office's decision based on Section 71(1) of the Act.

Article 1 of this measure defines its purpose, i.e., the determination of the extent, form, content and method of publishing the latest information about the quality parameters and prices of publicly available electronic communications services and the conditions of the provision thereof, and about the measures to secure equitable access for disabled users. The presentation of such information must enable easy comparison by end users. The quality parameters are determined explicitly and therefore it is not necessary to define any procedures for quality assessment.

The quality parameters of the publicly accessible electronic communications services are specified in Article 2 of the measure. The format of the information provided to the Office for statutory purposes is defined in Article 2(2) of this measure as a table entitled "OVERVIEW of the resultant quality parameter values measured for the period of ...". For selected parameters (No 1, 2, 3, 4), this table was extended to cover the presentation of values related to the provision of the Internet access service: the purpose is to ensure that the end user can distinguish between the quality parameters also for this type of service. The quality parameter

of “Average directory information service response time”, which was contained in the previous OOP 14, was not included in this measure because its continued monitoring would not be informative enough due to the widespread use of this service by Internet means.

The extent and format of the “OVERVIEW of the current prices, conditions of the provision of selected publicly available electronic communications services and the measures for disabled users as at [date] ...” are set out in Article 3 of this measure.

Undertakings on the electronic communications market offer many various types of publicly available electronic communications services of different structure, to a different extent and under different conditions. It is therefore impossible to define a general extent and format of an overview of the current prices that will reflect all these differences affecting the prices being compared, and to comply, at the same time, with the statutory requirement for easy comparability. For this reason, the OVERVIEW only applies to the selected range of the most frequently provided services that are included in the Overview.

Compared to the OVERVIEW contained in OOP 14, the present OVERVIEW has been extended by the Office to reflect the wider range of services. The new OVERVIEW also comprises the information contained in the table concerning the sector of the provision of Internet access services (Table IV. Access to Internet services) and in the table concerning the provision of publicly available electronic communication service packages, i.e. parallel provision of more than one type of service at one price (Table V. Packages of publicly available electronic communications services). The previous Table IV Publicly available services in mobile electronic communication networks – sample destinations was not included in this new Measure because the data contained in it is unnecessary: information available to the Office (the submitted price lists) indicates that undertakings apply uniform prices for call services in the Czech territory irrespective of the destination in the Czech Republic called by the users.

The new Table IV. Access to Internet services provides basic information on the service. Given the ever-increasing importance of the technological neutrality of the network, the 9th line of Table IV contains the requirement for the information about blocking or otherwise restricting any type of traffic in the provision of the Internet access service.

The Office also changed the structure and content of the information laid out in OOP 14, Article 3 Paragraph 1 – the OVERVIEW, tables I, II and III.

These tables were modified to ensure that the reported information is adjusted to fit the structure of the services being provided at present and to simplify information reporting in order to make it easier to survey for the end users. The measuring unit in the reporting of the monitored minutes was also changed for easier survey: from three minutes to one minute, with indication of the method of price scale fixing (tariffication) for each type of call. Destinations were selected for monitoring international call price information (Tables I and II), including the countries neighbouring with the Czech Republic, the four most populous countries of the European Union, and countries with the largest national minorities in the Czech Republic. The most frequently visited destinations were chosen for the monitoring of international roaming pricing (Table III.) The OVERVIEW is differentiated according to the electronic communications service types on offer.

The prices shown in the tables are stated in amounts corresponding to the prices indicated in the valid price lists.

One minute is used as the measuring unit for all types of calls, as distinct from OOP 14 where an interval of 3 minutes was chosen as the measuring unit in accordance with international statistics. The Office decided to change the measuring unit in order to make the information easier to survey and understand for the end users. Tariffication is given with each type of call, indicating the method of pricing the calls, where the undertaking charges the user for the minimum time on which a payment is imposed irrespective of whether this minimum time was utilised, and when this minimum time elapses the undertaking charges

the user according to the actual time interval. The tariffication should be indicated in the following format: minimum time subject to payment in seconds + time interval in seconds for which the user is charged once the minimum call time elapses (e.g., 60 + 1).

In the section of “Defined conditions, decisive for the tariff/service” the undertaking should indicate the conditions that relate to the given tariff/service and that are decisive, in the undertaking’s opinion, for the application of the tariff/service (e.g. a different methods of billing, the use and transfer of unused free units etc.), and the undertaking should also refer there to its relevant web site), where the end user obtains detailed information about the service being offered.

In the “telephone number porting” line the undertaking should indicate the price charged to the user for the porting of the number to its network upon a simple order.

Table I Publicly available services in fixed electronic communications networks was replaced by the modified table “Publicly available telephone services provided in fixed public telephone networks”. The switched Internet access service was left out and the selection of international destinations was modified. Where a service is bundled with the use of other services, this will be indicated in the Defined Conditions.

In Table II Publicly available services in mobile electronic communications networks and in Table III Publicly available services in mobile electronic communications networks – international roaming, the international destinations were adjusted and the tables were modified in order to make it easier to report the relevant information.

The prices of international roaming for the indicated countries should be filled in Table III “Publicly available services provided in mobile public telephone networks – international roaming” – i.e., the prices of outgoing calls (within the visited country and to the Czech Republic, where the same price is used) and the prices of incoming calls (in the visited country). The price of the calls should be indicated for each of the countries. Where prices are differentiated by time zones, the heavy-traffic prices should be given. This should be reflected in the “defined conditions” field.

Table IV Access to Internet services should be completed by the undertakings that provide access to the Internet via any technology. On the “Download/upload speed” line in the table, the nominal speeds of the service are stated in the same manner as indicated in the price lists.

Table V Electronic communications service packages was added because of the extension of the range of services to be reported by the undertaking.

The Office reflected in the measure the amended legislation (change in Section 71 of the Act) concerning the measures taken to ensure equitable access for disabled users. The amendment is reflected in the measure in a manner making it easy for end users to compare the information, which is indicated by the undertakings by referring to relevant web sites.

In Table VI, a reference to the web site describing the relevant measure (benefit) provided to disable users should be given in each line, for example, price allowance in the form of credit, number of free minutes or other forms of discount, lease and sale of special instruments for disabled users etc. References to web sites should be indicated in their respective lines below each other. Each response to a relevant web site should be put in a separate (new) line.

Action offers, limited in time, are not indicated in the OVERVIEW: only fixed tariffs/services, stated in the undertaking’s valid price list, are indicated. Tariffs/services still provided by the undertaking but not offered to new customers should not be included in the OVERVIEW. Where the undertaking offers a tariff/service available to all subscribers, it will suffice to only indicate data on that tariff/service.

Information given in Article 3(1) of the measure should not be required to be reported to the Office where the provided services are compared within the service price comparison

calculator, accredited by the Office. This is so because reference to the service calculator (on the Office's web site) accredited by the Office involves the publishing of a comparative overview of the current prices and quality of the publicly available electronic communications service and the conditions of the provision thereof in a form enabling end users to make simple comparisons of such information. This means that the obligation laid down in Section 54(2) of the amended Act is met.

The tables referred to as "OVERVIEW" in Article 2 and Article 3 above were transferred to Annex 1 and Annex 2 of this Measure of General Nature.

The individual tables in the OVERVIEW must be completed in the prescribed sequence. None of the lines or columns may be removed, nor is it allowed to change the contents of the defined indicators.

On the basis of Section 130 of the Act and in accordance with the Czech Telecommunication Office's Rules for maintaining consultations at the discussion site, the Office published on 14 March 2012 at the discussion site its draft Measure of General Nature No OOP/14/XX.2012-Y, laying down the service quality parameters to be measured of publicly available electronic communications services being provided and determining the content, form and method of publishing information about the current prices, quality and conditions of the provision of such services and about the measures that ensure equitable access for disabled users, and also laying down the quality assessment procedures. An invitation to make comments on the draft measure was published at the same time. Comments on the Measure of General Nature had to be submitted within a month after publishing the invitation, i.e., by 14 April 2012. This deadline was determined in accordance with Section 13(6) of the Act.

No stakeholder did submit any comments within this period. Only Vodafone Czech Republic a.s. ("Vodafone") sent its opinion on 17 April 2012.

Vodafone proposed to add certain other information to the Measure of General Nature to make it easier for the Office to assess the parameters measured, especially in the OVERVIEW of the resultant values of the service quality parameters measured, contained in Annex 1. Vodafone believed it would be useful for the end consumers to distinguish exactly whether, or to what extent, the information given in Annex 1 applies only to the own retail customers of the (vertically integrated) provider. It would be useful to ensure that these data can be compared with those of the alternative providers who provide part of their services through the wholesale offer of the vertically integrated operator.

Responding to this proposal, the Office states that, in accordance with Section 71(1) of the Act, this Measure of General Nature serves end users to compare the data. It is irrelevant to the end user whether the service being offered is provided through the offer of a vertically integrated operator or in any other manner. The end user only compares the retail services to choose from.

Vodafone also proposed to extend the range of data in the OVERVIEW of the resultant values of the service quality parameters measured, contained in Annex 1, by adding at least some categories of parameters (indicators) related to wholesale service control. These indicators (especially the key performance indicators, KPIs), serve mainly to identify non-price discrimination. Separate end customers cannot be expected to monitor these indicators but Vodafone believes that, with respect to end users' interests, such indicators should be evaluated by the Office. Having in mind the purpose of this comment, Vodafone noted that the Office did not propose (within the analysis currently under way, concerning relevant

market No 5) to impose on the undertaking with significant market power the obligation to report the specific KPIs.

Having considered this opinion, the Office states that the monitoring of the KPIs related to wholesale services is important for the Office, especially for the purpose of assessing how the imposed obligations are carried out. This Measure of General Nature is intended for end users to be able to compare the quality of the retail services provided to them and, therefore, the KPI-related information is not so important for them. However, taking into account a number of factors, including also the comments received during the public consultation on the proposed analysis of relevant market No 5, the Office wants to address these issues when imposing the obligations based on the results of the analysis of relevant market No 5.

For the Council of the Czech Telecommunication Office

Pavel Dvořák
President of the Council
of the Czech Telecommunication Office

Annex 1 to Measure of General Nature No OOP/14/04.2012-5

OVERVIEW

of the resultant values of service quality parameters measured for the period of

Designation of undertaking ¹⁾ :					
Parameter Number	Parameter Specification		Unit	Resultant value	Entity
1	Average time to connect the subscriber to the access service (connect, install & make operable)	a) for voice services	days		I) and II)
		b) for Internet access	days		
2	Access service fault rate (related to 100 access services)	a) for voice services	Faults/year		I) and II)
		b) for Internet access	Faults/year		
3	Average fault repair time	a) on subscriber connection line	hours		I)
		b) for voice services (except faults on subscriber connection line)	hours		I) and II)
		c) for Internet access (except faults on subscriber connection line)	hours		I) and II)
4	Rate of bill correctness complaints concerning the price of electronic communications services	a) for voice services	%		I), II) and III)
		b) for Internet access	%		
5	Average response time of the information service operator receiving fault reports from subscribers		seconds		I), II) and III)
6	Rate of early call termination or loss of service integrity in mobile electronic communication network		%		III)
Sent on [date]:					Overview prepared by (responsible person):
					Telephone:
					e-mail:

- Note: I) To be reported by undertakings providing a public fixed communication network over which they simultaneously provide their services.
 II) To be reported by undertakings providing a publicly available electronic communications service. The services are provided in whole or in part over another undertaking's public communication network.
 III) To be reported by undertakings providing a public mobile communication network over which they simultaneously provide their services.

¹⁾ The first name and surname or the business name of the undertaking providing the services should be entered in the "designation of undertaking" window in accordance with the business notification.

Annex 2 to Measure of General Nature No OOP/14/04.2012-5

OVERVIEW

of the current prices, conditions of the provision of selected publicly available electronic communications services, and measures for disabled users as at [date]

I. Publicly available telephone services provided in fixed public telephone networks

Prices given in
CZK, incl. VAT

Designation of undertaking ¹⁾ :			
Designation of tariff/service:			
Price for access to network (flat price) – paid to another undertaking (carrier selection / preselection services – CS/CPS) ²⁾ :		yes/no	
Intended for business/residential/undifferentiated users			
Line No	Item	Unit	
1	Subscriber line installation	CZK/installation	
2	Installation of subscriber line with obligation as to the time of using the service	CZK/installation	
3	Activation of the service (putting it into use)	CZK/activation	
4	Telephone number porting	CZK/number	
5	Flat price²⁾	CZK/accounting period	
6	Free units within tariff/service		
6.1	Free minutes	minutes/ accounting period	
6.2	Level of credit to be drawn upon	minutes/ accounting period	
7	Calls³⁾		
7.1	Calls within the Czech Republic, terminated in own network		
7.1.1	Heavy traffic	CZK/minute	
7.1.2	Light traffic	CZK/minute	
7.1.3	Tarification	number of seconds	
7.2	Calls within the Czech Republic, terminated in another operator's fixed network		
7.2.1	Heavy traffic	CZK/minute	
7.2.2	Light traffic	CZK/minute	
7.2.3	Tarification	number of seconds	
7.3	Calls within the Czech Republic, terminated in a mobile network		
7.3.1	Heavy traffic	CZK/minute	
7.3.2	Light traffic	CZK/minute	
7.3.3	Tarification	number of seconds	
7.4	International calls to fixed networks		
7.4.1	Germany	CZK/minute	
7.4.2	Poland	CZK/minute	
7.4.3	Austria	CZK/minute	
7.4.4	Slovakia	CZK/minute	
7.4.5	France	CZK/minute	
7.4.6	Italy	CZK/minute	
7.4.7	Spain	CZK/minute	
7.4.8	United Kingdom	CZK/minute	
7.4.9	Russia	CZK/minute	
7.4.10	United States of America	CZK/minute	

7.4.11	Ukraine	CZK/minute	
7.4.12	Vietnam	CZK/minute	
7.4.13	⁴⁾	CZK/minute	
7.4.14	Tarification	number of seconds	
8	Defined conditions, decisive for the tariff/service		
8.1	Pricing conditions		
8.2	Other conditions		
8.3.	Reference to the web site with more detailed specification of service provision conditions		
Sent on [date]:		Overview prepared by (responsible person):	
		Telephone:	
		e-mail:	

¹⁾ The information to be written in the “designation of undertaking” window of the heading of the Overview, in accordance with the business notification, is the first name and surname, or business name, of the undertaking providing the services, and the designation (name) of the tariff/service, with indication of whether the tariff is offered to all end users or only to business users or residential users.

²⁾ Flat price is a regularly recurring amount independent of the volume of traffic.

³⁾ Where local and trunk calls are distinguished, the price is stated in the respective window of the Overview for each type of call with a slash between them.

⁴⁾ Destination where the main traffic is routed should be stated if this destination is not indicated in lines 7.4.1. to 7.4.12.

II. Publicly available services provided in mobile public telephone networks

Prices given in CZK,
incl. VAT

Designation of undertaking ¹⁾:			
Designation of tariff/service:			
Intended for business/residential/undifferentiated users			
Post-paid services / Pre-paid services			
Line number	Item	Unit	
1	Connection to network (installation, activation)	CZK/installation (activation)	
2	Flat price²⁾	CZK / accounting period	
3	Telephone number porting	CZK / number	
4	Free units within tariff		
4.1	Level of credit to be drawn upon	CZK / accounting period	
4.2	Free minutes	No of minutes/account. period	
4.3	Free SMS	No of SMS/ accounting period	
4.4	Free MMS	No of MMS/ accounting period	
5	Fixed term contract	number of months	
6	Calls terminated in national network³⁾		
6.1	Calls terminated in own network	CZK/minute	
6.2	Calls terminated in fixed networks	CZK/minute	
6.3	Calls terminated in other mobile networks	CZK/minute	
6.4	Tarification	number of seconds	
7	International calls³⁾		
7.1	Germany	CZK/minute	
7.2	Poland	CZK/minute	
7.3	Austria	CZK/minute	
7.4	Slovakia	CZK/minute	
7.5	France	CZK/minute	
7.6	Italy	CZK/minute	
7.7	Spain	CZK/minute	
7.8	United Kingdom	CZK/minute	
7.9	Russia	CZK/minute	
7.10	United States of America	CZK/minute	
7.11	Ukraine	CZK/minute	
7.12	Vietnam	CZK/minute	
7.13	Tarification	number of seconds	
8	Sending a message		
8.1	Short text message (SMS) in own network	CZK/SMS	
8.2	Short text message (SMS) to other networks	CZK/SMS	
8.3	Multimedia message (MMS) within the Czech Rep	CZK/MMS	
9	Defined conditions, decisive for the tariff/service		
9.1	Pricing conditions		
9.2	Other conditions		
9.3	Reference to the web site with more detailed specification of service provision conditions		
Sent on [date]:		Overview prepared by (responsible person):	
		Telephone:	
		e-mail:	

- ¹⁾ The information to be written in the “designation of undertaking” window of the heading of the Overview, in accordance with the business notification, is the first name and surname, or business name, of the undertaking providing the services, and the designation (name) of the tariff/service, with indication of whether the tariff is offered to all end users or only to business users or residential users.
- ²⁾ Flat price is a regularly recurring amount independent of the volume of traffic.
- ³⁾ Where calls in heavy traffic and light traffic are distinguished, the price is stated in the respective window of the Overview for each type of call with a slash between them.

III. Publicly available services provided in mobile public telephone networks – international roaming

Prices given in
CZK, incl. VAT

Designation of undertaking ¹⁾ :				
Designation of tariff/service:				
Intended for business/residential/undifferentiated users				
Post-paid services / Pre-paid services				
Line number	Item		Unit	
1	Germany	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
2	Poland	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
3	Austria	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
4	Slovakia	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
5	France	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
6	Italy	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
7	Greece	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
8	Spain	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
9	United Kingdom	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
10	United States of America	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
11	Croatia	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
12	Egypt	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
13	Turkey	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
14	Tunisia	outgoing roaming call ^{2), 4)}	CZK/minute	
		incoming roaming call ^{3), 4)}	CZK/minute	
15	Price for call setup		CZK/call	
16	Tarification within EU/EEA	outgoing roaming call	number of seconds	
17	Tarification within EU/EEA	incoming roaming call	number of seconds	
18	Tarification outside EU/EEA	outgoing roaming call	number of seconds	
19	Tarification outside EU/EEA	incoming roaming call	number of seconds	
20	Defined conditions, decisive for the tariff/service			
20.1	Pricing conditions			
20.2	Other conditions			
20.3	Reference to the web site with more detailed specification of service provision conditions			
Sent on [date]:		Overview prepared by (responsible person):		
		Telephone:		
		e-mail:		

¹⁾ The information to be written in the “designation of undertaking” window of the heading of the Overview, in accordance with the business notification, is the first name and surname, or business name, of the undertaking providing the services, and the designation (name) of the tariff/service, with indication of whether the tariff is offered to all end users or only to business users or residential users.

²⁾ Comprising outgoing roaming calls within the visited country or calls to the Czech Republic.

⁴⁾ Where prices are differentiated by time, the heavy-traffic prices should be given. This should be stated in the “Defined conditions” window.

IV. Access to Internet services

Prices given in CZK,
incl. VAT

Designation of undertaking ¹⁾ :			
Designation of tariff/service:			
Intended for business/residential/undifferentiated users			
Technology (xDSL, FTTx, CATV, FWA, mobile networks (GSM,CDMA, 3G, LTE), PLC, satellite)			
Line number	Item	Unit	
1	Service installation & activation (putting into use) ²⁾	CZK/ installation & activation	
2	Using the service – flat price ³⁾	CZK/accounting period	
3	Flat price in effect for the period of (months, days, hours)	month/day/ hour	
4	Download/upload speed ⁴⁾	kbit/s	
5	Data limit (within FUP)	MB	
6	Upon exhaustion of the data limit		
6.1	Speed reduced to:	kbit/s	
6.2	Additional data limit can be bought	yes/no	
6.2.1	Amount to be bought	MB	
6.2.2	Price	CZK/6.2.1	
7	Defined conditions, decisive for the tariff/service		
7.1	Pricing conditions		
7.2	Other conditions		
8	Effect of simultaneous provision of specialised services on one connection together with the provision of Internet service access		
8.1	Data traffic slowing down with simultaneous provision of the IPTV service at the same connection	yes/no	
8.2	Reduction of real speed available for Internet access	kbit/s	
9	Certain types of traffic are blocked or otherwise restricted during the provision of access	yes/no	
10	Reference to the web site with more detailed specification of service provision conditions		
Sent on [date]:	Overview prepared by (responsible person):		
	Telephone:		
	e-mail:		

¹⁾ The information to be written in the “designation of undertaking” window of the heading of the Overview, in accordance with the business notification, is the first name and surname, or business name, of the undertaking providing the services, and the designation (name) of the tariff/service, with indication of whether the tariff is offered to all end users or only to business users or residential users.

²⁾ Prices for installation and activation include all one-off prices paid by the user before starting to use the service.

³⁾ Flat price is a regularly recurring amount independent of the volume of traffic.

⁴⁾ Indicate the nominal speed of the service as shown in the price list.

V. Packages of publicly available electronic communications services provided

Designation of undertaking¹⁾:			
Designation of tariff/service:			
Intended for business / residential / undifferentiated users			
Technology (xDSL, FTTx, CATV, FWA, mobile networks, PLC, satellite)			
Line number	Item	Name of tariff/service ²⁾	Service parameters
1	Internet access		Connection speed (download/upload, in kbit/s)
1.1	xDSL		
1.2	FTTx		
1.3	Mobile Internet		
1.4	Internet in mobile		
1.5	FWA		
1.6	CATV		
1.7	Other ³⁾		
2	Television		Number of TV channels
2.1	Cable		
2.2	Satellite		
2.3	Internet		
2.4	Other ³⁾		
3	Calls		Free minutes, credits etc. ⁴⁾
3.1	Fixed line		
3.2	Mobile		
3.3	VoIP		
3.4	Other ³⁾		
4	Other services offered in package		
5	Total value of the package (in CZK, incl. VAT)		
6	Defined conditions, decisive for the tariff/service		
6.1	Pricing conditions		
6.2	Other conditions		
6.3	Reference to the web site with more detailed specification of service provision conditions		
Sent on [date]:	Overview prepared by (responsible person):		
	Telephone:		
	e-mail:		

¹⁾ The information to be written in the "designation of undertaking" window in accordance with the business notification is the first name and surname, or business name, of the undertaking providing the services, and the designation (name) of the tariff/service, with indication of whether the tariff is offered to all end users or only to business users or residential users.

²⁾ Indicate the name of the service provided within the package, or mark the service, using a cross.

³⁾ Indicate a specific item.

⁴⁾ indicate the data, including the measuring unit.

VI. Measures taken for disabled users

Designation of undertaking ¹⁾	
Line number	References to the web site with more detailed specification of service provision conditions
1	
2	
3	
4 etc.	
Sent on [date]:	Overview prepared by (responsible person):
	Telephone:
	e-mail:

¹⁾ The information to be written in the “designation of undertaking” window in accordance with the business notification is the first name and surname, or business name, of the undertaking providing the services.