

1. Overview of subscriber disputes in electronic communications services in 2019

Type of activity	Administrative proceedings from previous period	Commenced administrative proceedings	Issued decisions	Decided in a favour of		Other	Administrative proceeding carried over to subsequent period
				Subscriber	Provider		
Decision on subscriber disputes	46,945	25,243	37,887	17,693	16,813	3,381	34,301
a) on objections against settlement of complaints on provided service	31	17	17	3	0	14	31
b) on objections against settlement of complaint on billing statement for services	532	177	199	63	18	118	510
ba) on access to services with expressed price (data and voice)	0	0	0	0	0	0	0
baa) on access to data services with expressed price provided on the Internet or other data networks (Dialer)	0	0	0	0	0	0	0
c) on payment of the price for services (financial claim)	45,960	25 031	37,657	17,622	16,792	3,243	33,334
d) other	422	18	14	5	3	6	426

1a. Subscriber disputes – number of issued decisions in 2019

Number of decisions issued in 2019		37,887
out of which	a) on objection against settlement of complaints on provided service	17
	b) on objection against settlement of complaint on billing statement for service	199
	c) on payment of the price for service (financial claims)	37,657
	d) other	14

2. Subscriber / user complaints on electronic communications services in 2019

Subject-matter of complaint	I.Q	II.Q	III.Q	IV. Q	TOTAL
1. Electronic communications services	283	298	251	250	1,082
2. Radiocommunications services	57	55	67	15	194
3. Telephone number portability in mobile network	12	11	13	15	51
4. Telephone number portability in fixed network	2	3	4	2	11
5. Failure to set up or transfer a telephone station	0	2	0	0	2
6. Customer support service provided by electronic communications service provider	0	1	0	1	2
7. Method of customer acquisition by providers and dealers	1	1	0	1	3
8. TV signal reception	1	0	0	4	5
9. Deceptive advertisement	2	0	3	3	8
10. Consumer protection	13	24	18	14	69
11. Universal service	1	1	1	1	4
12. Other	136	132	135	136	539
TOTAL	508	528	492	442	1,970

3. Overview of issued decision on individual authorizations to use radio frequencies in 2019

Type of authorisation			Number of decisions	
			to grant ¹⁾	to revoke
			authorisation	
1.	Fixed line service	Total	5,691	2,906
	out of which	point-point	5,652	2,855
		point-multipoint	39	51
2.	Amateur service	Total	1,008	0
	out of which	individuals	884	0
		club stations	86	0
		repeaters and packet nodes	38	0
3.	Satellite service	Total	4	1
	out of which	VSAT	4	1
		SNG	0	0
4.	Aeronautical service	Total	636	91
	out of which	aircraft stations	612	91
		aeronautical stations	24	0
5.	Maritime service	Total	178	36
	out of which	ship stations	164	32
		costal stations	14	4
6.	Broadcasting service	Total	428	0
	out of which	television transmitters	141	0
		radio transmitters	287	0
7.	Land mobile service	Total	507	96
8.	Other radiocommunications service	Total	66	7
		radio-location service	66	0
9.	Short-term authorisations	Total	303	0
	out of which	fixed line service	75	0
		amateur service	0	0
		land mobile service	195	0
		aeronautical mobile service	0	0
		satellite service	23	0
broadcasting service		10	0	

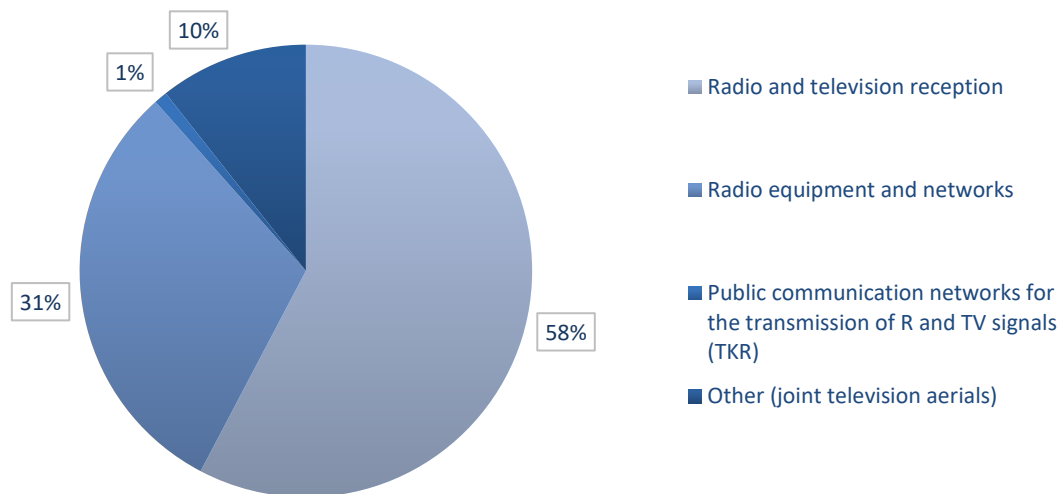
¹⁾ newly issued authorisations and authorisations with extended validity

4. Verification of professional competence to operate radio equipment in 2019

Type of professional competence certificate		Number of certificates			
		issued based on exams	with an extended validity	issued within a year of their expiration	duplicates, changes, recognition of competence
1	Restricted certificate for radio operator of maritime mobile service (OF, OFN)	281	527	143	313
2	Restricted certificate for radio operator of aeronautical mobile service (OFC, OFM, OFL)	801	705	253	20
3	General certificate for radio operator of maritime mobile service (VF, VFN)	6	26	2	2
4	General certificate for radio operator of aeronautical mobile service (VF, VFL)	0	0	0	0
5	Restricted certificate for operator of maritime mobile service (SRC)	42	147	67	4
6	General certificate for operator of maritime mobile service (LRC)	569	301	115	23
7	General certificate for operator of maritime mobile service (GOC, GO)	59	0	144	2
8	Restricted certificate for operator of maritime mobile service (ROC)	0	1	0	0
9	Certificate for radiotelegraph operator	0	2	2	0
10	Harmonised Amateur Radio Examination Certificate (HAREC)	44	8	3	29
11	Amateur Radio Operator Certificate (NOVICE)	18	0	144	0
Total		1820	1717	873	393

5. Identification of source of interference with operation of electronic communications equipment and networks or with provision of electronic communications or radiocommunications services in 2019

Identification of source of interference	2019
Radio and television reception	678
Radio equipment and networks	361
Public communication networks for the transmission of R and TV signals (TKR)	11
Other (joint television aerials)	125



6. Overview of monitoring activities in the exercise of control of electronic communications in 2019

		Certificates /inspections		Calls to provide remedy	Administrative proceedings from previous period	Commenced administrative proceedings	Issued decision *)	Other	Imposed fines		Administrative proceedings carried over to subsequent period
		Total	Out of which						number	amount in CZK	
1.	Exercise of communication activity without a certificate	12	0	0	1	4	4	0	4	203,000	1
2.	Compliance with conditions of general authorisation	306	0	175	7	239	238	0	228	7,612,000	8
	a) to provide public communications networks and associated facilities	0	3	2	1	0	1	0	0	0	0
	b) to provide electronic communications services	0	3	0	0	4	4	0	3	6,000	0
	c) to use radio frequencies and operate devices (radio equipment)	0	300	173	6	235	233	0	225	7,606,000	8
3.	Inspection of radio frequencies	188	0	6	0	94	92	0	86	1,261,000	2
	a) use of radio frequencies without an authorisation to do so	0	139	0	0	84	82	0	77	1,201,000	2
	b) compliance with conditions of individual authorisation to use radio frequencies	0	49	6	0	10	10	0	9	60,000	0
4.	Identification of sources of interference with operation of electronic communications equipment and networks, with provision of electronic communications or	1,175	0	0	0	24	24	0	9	103,000	0

	radiocommunications services										
	a) radio and television reception (broadcasting service)	0	678	0	0	11	11	0	1	10,000	0
	b) radio equipment and network	0	361	0	0	9	9	0	4	55,000	0
	c) public communications network for transmission of R and TV signals (TKR)	0	11	0	0	0	0	0	0	0	0
	d) other	0	125	0	0	4	4	0	4	38,000	0
5.	Inspection of numbers for the purpose of number management (number of inspection calls)	3	0	0	1	0	0	0	0	0	1
	a) use of numbers without and authorisation to do so	0	0	0	1	0	0	0	0	0	1
	b) use of numbers in conflict with an authorisation for their use	0	3	0	0	0	0	0	0	0	0
7.	Monitoring of radio spectrum for the purpose of radio spectrum management	1,874	0	0	0	0	0	0	0	0	0
	a) measuring time use of frequencies and frequency bands	0	46	0	0	0	0	0	0	0	0
	b) measuring territorial coverage with radio signal	0	5	0	0	0	0	0	0	0	0
	c) measuring the intensity of electromagnetic field	0	17	0	0	0	0	0	0	0	0
	d) other	0	1,806	0	0	0	0	0	0	0	0
8.	Failure to provide information acc. to Art. 115 of the Electronic Communications Act	205	0	0	23	41	40	0	17	103,500	24
9.	Other	319	0	57	28	602	612	0	524	8,955,100	18
TOTAL		4,082		238	59	1,000	1,006	0	864	18,034,600	53

7. Measures of General Nature (OOP) acc. to the Electronic Communications Act issued in 2019

OOP – Other					
Number	Registration number of OOP	Title of OOP	Date	Number of telecommunication bulletin dated	Effective from
1.	OOP/4/02.2019-2	Measure of General Nature (OOP) amending the Measure of General Nature No. OOP/4/03.2006-3 laying down a methodology for purpose-based classification of cost and revenues and their allocation, and designating structure of the reported information acc. to Art. 86(3)	26.02.2019	2/2019 dated 27.02.2019	15.03.2019
2.	OOP/1/12.2019-11	Measure of General Nature (OOP) amending the Measure of General Nature No. OOP/1/04.2015-2 laying down the relevant markets in the electronic communications sector, including criteria for assessment of significant market power acc. to Art. 52(1)	18.12.2019	11/2019 dated 20.12.2019	15 th day from publication in the TV
OOP – General Authorisation					
Number	Registration number of OOP	Title of OOP	Date	Number of telecommunication bulletin dated	Effective from
3.	VO-R/10/01.2019-1	Measure of General Nature (General authorisation) to use radio frequencies and to operate short-range devices acc. to Art. 9(2)	22.1.2019	1/2019 dated 23.1.2019	01.02.2019
4.	VO-R/24/05.2019-4	Measure of General Nature (General authorisation) for the operation of equipment of infrastructure for transmitting radio signals inside tunnels, premises of buildings and trains acc. to Art. 9(2)	13.5.2019	5/2019 dated 23.5.2019	15.06.2019
5.	VO-R/10/12.2019-9	Measure of General Nature (General authorisation) to use radio frequencies and to operate short-range devices acc. to Art. 9(2)	17.12.2019	11/2019 dated 20.12.2019	15.1.2020
6.	VO-R/12/12.2019-10	Measure of General Nature (General authorisation) to use radio frequencies and for the operation of equipment for broadband data transmission in the 2.4 GHz - 71 GHz band	17.12.2019	11/2019 dated 20.12.2019	15.1.2020

		acc. to Art. 9(2)			
OOP - Radio spectrum utilisation plan					
Number	Registration number of OOP	Title of OOP	Date	Number of telecommunication bulletin dated	Effective from
7.	PV-P/10/03.2019-3	Part of radio spectrum utilisation plan for 470-960 MHz frequency band acc. to Art. 16(2)	5.3.2019	3/2019 dated 15.3.2019	1.4.2019
8.	PV-P/7/06.2019-5	Part of radio spectrum utilisation plan for 2700-4200 MHz frequency band acc. to Art. 16(2)	18.6.2019	6/2019 dated 28.6.2019	15.7.2019
9.	PV-P/3/11.2019-6	Part of radio spectrum utilisation plan for 52.6-59 GHz frequency band acc. to Art. 16(2)	20.11.2019	9/2019 dated 29.11.2019	1.1.2020
10.	PV-P/23/11.2019-7	Part of radio spectrum utilisation plan for 59-105 GHz frequency band acc. to Art. 16(2)	20.11.2019	9/2019 dated 29.11.2019	1.1.2020
11.	PV-P/10/12.2019-8	Part of radio spectrum utilisation plan for 470-960 MHz frequency band acc. to Art. 16(2)	3.12.2019	10/2019 dated 4.12.2019	20.12.2019

8. Fulfilment of binding indicators of state budget in 2019

<i>In thousands CZK</i>					
Indicators	Budget		Final budget	Actual budget as of 31.12.2018	% of achievement (5/4)
	approved	amended			
1	2	3	4	5	6
Aggregate indicators					
Total Incomes	898,789.35	898,789.35		856,328.90	95.28 %
Total Expenditures	1,468,076.43	2,468,076.43	2,546,276.45	1,170,855.08	45.98 %
Specific indicators - Incomes					
Tax Incomes	30,450.00	30,450.00		37,646.01	123.63 %
Total non-tax incomes, capital incomes and transfer receivables	832,040.00	832,040.00		1,028,124.31	123.57 %
including:					
• total incomes from the European Union budget excl. Common Agricultural Policy	0.00	0.00		0.00	0.00 %
Total other non-tax incomes, capital incomes and transfer receivables	832,040.00	832,040.00		1,028,124.31	123.57 %
Specific indicators – Expenditures					
Expenditures on securing the achievement of the Czech Telecommunication Office tasks	1,468,076.43	2,468,076.43	2,546,276.45	1,170,855.08	45.98 %
including:					
• expenditures covering loss from provision of universal service - special prices	95,000.00	95,000.00	95,000.00	71,820.08	75.60 %
• expenditures covering loss from provision of universal service - net costs	37,000.00	37,000.00	37,000.00	32,219.34	87.08 %
• net costs representing unfair financial burden of postal licence holders	750,000.00	1,750,000.00	1,750,000.00	500,000.00	28.57 %
• other expenditures on securing the achievement of the Czech Telecommunication Office tasks	586,076.43	586,076.43	664,276.45	566,815.65	85.33 %
Cross-sectional indicators					

Salaries of employees and other payments for work done	298,854.74	298,854.74	305,384.61	301,419.16	98.70 %
Mandatory insurance paid by employer	101,223.01	101,223.01	103,443.17	101,384.05	98.01 %
Transfer of culture and social needs fund	5,691.56	5,691.56	5,691.56	5,691.56	100.00%
Salaries of employees in work service except employees in civil service	0.00	0.00	0.00	0.00	0.00%
Salaries of employees in civil service acc. to the Civil Service Act	284,577.82	284,577.82	289,657.33	287,370.78	99.21 %
Ensuring readiness for crisis situations according to Act No. 240/2000 Coll.	70.00	70.00	70.00	6.48	9.78 %
Total costs jointly financed by the European Union budget without CAP	10,790.29	10,790.29	10,790.29	2,590.77	24.01 %
including:					
• from the state budget	2,064.94	2,064.94	2,064.94	495.80	24.01 %
• share of the European Union budget	8,725.35	8,725.35	8,725.35	2,094.97	24.01 %
Total costs kept in EDS/SMVS information system of program financing	48,635.35	48,635.35	63,278.35	25,274.15	39.94 %

9. Chapter indicators – budget overview for 2020

Aggregate indicators	In thousands CZK
Total Incomes	7,803,430
Total Expenditures	2,585,053
Specific indicators - Incomes	
Tax incomes ²⁾	35,510
Total non-tax incomes, capital incomes and transfer receivables	7,767,920
including:	0
• total incomes from the European Union budget excl. Common Agricultural Policy	
Total other non-tax incomes, capital incomes and transfer receivables	7,767,920
Specific Indicators - Expenditures	
Expenditures on securing the achievement of the Czech Telecommunication Office tasks	2,585,053
including:	80,000
• expenditures covering loss from provision of universal service - special prices	
• expenditures covering loss from provision of universal service - net costs	40,000
• net costs representing unfair financial burden of postal licence holders	1,800,000
• other expenditures on securing the achievement of the Czech Telecommunication Office tasks	665,053
Cross-sectional indicators	
Salaries of employees and other payments for work done	312,611
Mandatory insurance paid by employer ¹⁾	105,451
Transfer of culture and social needs fund	5,974
Salaries of employees in work service except employees in civil service	0
Salaries of employees in civil service acc. to the Civil Service Act	298,724
Ensuring readiness for crisis situations according to Act No. 240/2000 Coll.	70
Total costs jointly financed by the European Union budget without CAP	0
including:	0
• from the state budget	
• share of the European Union budget	0
Total costs kept in EDS/SMVS information system of program financing	118,800

¹⁾ mandatory insurance for social security and contribution to the state employment policy and insurance for public health insurance

²⁾ not including income from mandatory insurance for social security and contribution to the state employment policy

10. Basic personnel data – 2019

i. Segmentation of Employees by Age and Sex – as of 31 December 2019

Age	Men	Women	Total	%
Up to 20 years	0	0	0	-
21 – 30 years	11	30	41	7.09
31 – 40 years	66	93	159	27.51
41 – 50 years	51	93	144	24.91
51 – 60 years	66	92	158	27.34
60 years and over	48	28	76	13.15
Total	242	336	578	100.00
%	41.87	58.13	100.00	-

ii. Segmentation of Employees by Education and Sex – as of 31 December 2019

Level of education	Men	Women	Total	%
Primary	0	2	2	0.35
Apprenticeship	1	1	2	0.35
Specialised secondary	0	0	0	-
Full secondary	3	23	26	4.50
Full specialised secondary	38	125	163	28.20
College	1	9	10	1.73
University	199	176	375	64.88
Total	242	336	578	100.00

iii. Overall Data on Average Salary – as of 31 December 2019

	Total
Average gross monthly salary	CZK 41,528

iv. Overall Data on Conclusion and Termination of Labour/Civil Service Relations in 2019

	Labour relations	Civil service	Total
Entering	12	27	39
Leaving	4	50	54

v. Duration of Labour/Civil Service Relations of Employees – as of 31 December 2019

Duration	Number	%
Up to 5 years	208	35.99
Up to 10 years	169	29.24
Up to 15 years	68	11.76
Up to 20 years	48	8.30
Over 20 years	85	14.71
Total	578	100.00

vi. Language Skills of Employees in 2019

Language	Number of selected positions with a determined qualification requirement of a standardized language exam, ordered by level of knowledge			Total amount of determined requirements for systemic positions
	Level 1	Level 2	Level 3	
English	1	3	1	5
German	-	-	-	-
French	-	-	-	-
Total	1	3	1	5

11. List of complaints as of 31 December 2019 (Article 175 of the Act No. 500/2004 Coll., Administrative Procedure Code)

	Type of submission	Amount of submissions					Carried over to subsequent period
		Received	From previous period	Settled	Justified	Unjustified	
1.	Petition *)	0	0	0	0	0	0
2.	Complaint **)	18	0	18	6	12	0
3.	Notice **)	0	0	0	0	0	0
4.	Initiative **)	0	0	0	0	0	0

*) Act No. 85/1990 Coll., on petition right

**) Act No. 500/2004 Coll., Administrative Procedure Code, as amended, Article 175