



Czech Telecommunication Office

August 2021

---

## Telegraphically

### DAB+ digital radio broadcasting is growing in popularity

Listenership of DAB+ digital radio broadcasts has been growing for a long time. This option is now used by over 10% of listeners. The largest provider of DAB broadcasting is Český rozhlas (Czech Radio), which offers its stations in this way to 95% of the population. This is according to the [latest Radioprojekt survey](#) conducted by Median, STEM/MARK and Nielsen Admosphere.

### Warning of fraudulent phone calls

CTU has again noted an increased incidence of fraudulent calls, where the aim of the attackers is to get consumers to respond to a missed call after a very short ring to their phone number. We advise all users of telephone services to be careful and, if possible, not to respond in any way to calls from unknown numbers with a foreign area code.

### Workshop on WACC in postal services

In connection with the upcoming tender procedure for the postal license holder for the period 2023-2027, CTU is organizing a workshop on 22 September 2021 at which the calculation of the WACC indicator will be presented. WACC is one of the input values in the calculation of net costs of providing universal postal services; for more information see Decree No. [466/2012 Coll.](#)

---

## Amendment to the Electronic Communications Act: It does not eliminate business activities. Only nuisance to people

As we have already announced in our [press release](#), the Senate of the Parliament of the Czech Republic decided to return the amendment to the Electronic Communications Act to the Parliament for reconsideration with three amendments. One of them seeks to completely remove the stricter rules on telemarketing. This means maintaining the status quo, i.e. the regulation whereby a consumer, in order not to be disturbed by marketing calls, must first actively express his or her disagreement by registering in a public directory. Due to the increasing number of questions about CTU's attitudes and opinions regarding unsolicited marketing calls, we present the following short summary with some answers or examples.

According to CTU, the current application practice does not benefit consumers and goes against the requirement to ensure the protection of privacy in electronic communications. The modification

brought about by the original parliamentary version of the amendment was proposed precisely on the basis of substantial reservations and complaints from consumers in order to ensure the necessary level of consumer protection. In order to ensure proper protection against unsolicited and nuisance marketing calls, the whole approach needs to be reversed – from the opt-out principle (it is possible to contact any person who has not indicated in any directory that they do not wish to be contacted) to the opt-in principle (it is possible to contact only a person who has indicated in at least one directory that they wish to be contacted).

That is why this version is so strongly supported by consumer organizations. The proposed regulation not only aims to strengthen consumer protection and privacy, but also unifies the legal conditions for making marketing offers by means of various technical vehicles, i.e. by telephone or e-mail. At the same time, it is a regulation supported by the Office for Personal Data Protection and a solution that successfully exists in many other EU Member States.

It should be stressed that marketing calls are (not only) clearly perceived by consumers as annoying and represent a greater invasion of privacy for them than commercial communications sent electronically (by e-mail or SMS), as they require an immediate response in the form of acceptance or rejection, unlike e-mail or SMS, to which the recipient can respond in time according to his/her choice or ignore them altogether. As a result, many consumers now already refuse to take calls when they come from an unknown number. The reason is obvious - they don't want to be inundated with often dubious offers of goods and services. But that makes it a problem even for the state institutions that are trying to contact the person. For example, for public health stations when tracing and contacting potentially infected persons.

The alleged complication of business communication of companies is one of the comments on the original wording of the amendment is. However, the fact is that companies routinely publish their contact details, for example on their websites and in company printed documents, precisely for the purpose of contacting them. Therefore, there is no reason why the contacts could not be used in the case of an offer of business cooperation or why this should be considered a violation of the Electronic Communications Act. On the contrary, the amendment in its current wording would allow much better enforcement of actual violations of the law and would prevent the widespread practice of harassing companies using excuses such as random number generation with near impunity.

---

## Radio spectrum management

### DIGITAL RADIO BROADCASTING T-DAB

At its July session, the Senate rejected a parliamentary draft amendment to the Electronic Communications Act, which could result in complications for Czech Radio (ČRo), which needs the law to continue its DAB+ digital broadcasting.

### GENERAL AUTHORIZATIONS

On 20 July, the CTU Council approved General Authorization No. [VO-R/10/07.2021-8](#) to use radio frequencies and to operate short-range equipment. The reason for this update of the General Authorization is the addition of the 733-758 MHz frequency segment for use by wireless microphones in Article 10 of the General Authorization.

## WI-FI 6E IS HEADING TO THE CZECH REPUBLIC

CTU launched a [public consultation](#) on the draft part of the radio spectrum utilization plan PV-P/19/XX.2021-YY, which contains general conditions newly enabling operation of WAS/RLAN equipment in the frequency band 5945–6425 MHz. The draft reflects the adoption of the recent European Commission harmonization decision (EU) 2021/1067, which requires Member States to make the frequency band available for RLAN devices with output up to 200 mW for indoor use and up to 25 mW for both indoor and outdoor use. The frequency band is expected to be primarily used by the new Wi-Fi 6E technology, allowing consumers to enjoy faster connection speeds, e.g. for the purposes of virtual reality or high-definition streaming. Comments on the proposal can be submitted by 3 September 2021.

---

## DVB-T2 reception problems: often caused by poor quality antennas

With the transition to the new DVB-T2 terrestrial TV broadcasting system, complaints about the quality of TV reception are increasing. During local investigations, however, CTU technicians often encounter a problem in the antenna or the receiving system (distribution lines, amplifiers, etc.) at the viewer's site, where the TV reception of DVB-T2 signal in the particular location is problem-free, but the unsuitable antenna or improperly designed receiving chain is the source of reception problems, signal dropouts or makes reception completely impossible.

The basis for trouble-free reception of DVB-T2 broadcasts is a high-quality outdoor antenna. Reception on substitute antennas (typically various indoor antennas) cannot be inherently stable and cannot be guaranteed even in locations with sufficient quality of transmitter coverage. In the case of apartment buildings, a well-made master antenna TV system is suitable, where a roof antenna system (one or more antennas) is used and the signal is distributed to individual apartments using channel amplifiers or a programmable amplifier. For individual antennas on private homes, it is advisable to place the antenna outdoors on the roof or other location at a sufficient height above the ground; placing the antenna in the attic can be problematic. A quality outdoor antenna should always be chosen for the UHF band (channels 21-48); these antennas are usually around 60-80 cm long for the smaller types, approximately 100-130 cm for the more powerful and most frequently used ones, and up to three meters for the most powerful ones.

Not only the antenna, but also the rest of the signal chain, i.e. the elements downstream from the antenna, are often a problem. The coaxial cable from the antenna should be black outdoor cable with PE insulation to withstand the weather conditions. White cables are not suitable for outdoor use, the cheaper ones last only two or three winter seasons on the roof before the cable sheath starts to disintegrate, water gets into the cable, and the antenna cable can deteriorate the signal as soon as three years after the installation of the antenna (even if the antenna itself is of good quality and correctly installed). Insufficient cable shielding is also a problem, when signals from the air or interference from household appliances, data distribution systems, chargers, etc. get into the cable. The quality of the cable and its suitability for the particular purpose should therefore not be underestimated.

Connectors, splitters and other passive elements of the distribution system are also important. Improperly installed connectors or connectors damaged by frequent use can significantly damage the signal. Similarly, it is not possible to split the cable using electrician's terminals or by simply twisting the cables on top of each other; it is necessary to use a suitable splitter. As for amplifiers, they should

be of high quality and used only where they are needed. In a place with a strong signal, an amplifier can in fact be detrimental; problems with amplifiers can also occur in the vicinity of mobile operators' transmitters, where it is necessary to put a filter of these frequencies upstream from the amplifier so that the strong mobile network signal does not harm TV reception.

More detailed information on this topic can be found in the professional articles at [televizniweb.cz](http://televizniweb.cz), e.g. [here](#) or [here](#).

---

## Checked by CTU in July...

...compliance with terms and conditions of General Authorization No. [VO-R/12/03.2021-3](#) 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 carried out a total of 19 inspections. Defects were identified in 17 cases, consisting in harmful interference with priority radiocommunications service stations (meteorological radar), use of indoor frequencies outside a building and failure to comply with the registration parameters, which were resolved by a call to rectify the identified deficiencies and which will subsequently be addressed in administrative proceedings.

... compliance with the conditions of General Authorization No. [VO-R/24/05.2019-4](#) for the operation of equipment of infrastructure for transmitting radio signals inside tunnels, premises of buildings and trains

CTU carried out a total of 2 inspections. Defects - operation of equipment without the consent of mobile network operators - were found in all cases; they were resolved by a call to rectify the identified deficiencies and will subsequently be addressed in administrative proceedings.

...the use of radio frequencies without authorization

CTU carried out 14 inspections focusing on the use of frequencies without authorization. All of the inspections revealed the use of frequencies without individual authorization; the cases were referred for resolution in administrative proceedings.

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

In July, CTU completed a total of 107 investigations, of which there were 83 cases of interference with television reception, 5 cases of interference with GSM and LTE public mobile communications networks (in 2 cases the source of interference was the active element of TV reception), 2 cases of interference with a meteorological radar, 7 cases of interference with radio and satellite signal, and 10 cases of interference with various systems (fixed and mobile service station, amateur radio station, short-range devices, etc.). The investigation of complaints about poor TV reception revealed that in 51 cases the defect was in the viewer's equipment, in 10 cases it was due to the effect of shading, reflections or reception of signal in a non-covered area, in 12 cases the interference stopped or occurred sporadically. Nine interference reports were cancelled by their submitters during the investigation of the interference. In one case it was interference from a foreign transmitter.

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

As of 31 July 2021, 205 base stations were in pilot operation, and 16,822 stations were in permanent operation. In July, an LTE base station was not identified as a source of TV signal interference in any case.

1,378 – the number of administrative proceedings initiated in July 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 complaint about the billing of the price or the provided publicly available electronic communications service.

5,098 - the number of decisions issued in July on the matter, of which 5,087 decisions concerned the dispute over payment (payment of the price for services).

---

## Not every delivery service is automatically a postal service

**The fact that CTU can also be contacted in cases where the consumer is not satisfied with the claim settlement from a postal service provider other than the Czech Post was already mentioned in the [April Monitoring Report](#). However, in addition to postal services, the same entities may also operate forwarding or other non-postal services that are no longer under the jurisdiction of CTU. Unfortunately, CTU is not responsible for resolving disputes that arise around those services.**

In case you are not sure where you have the right to turn after the issue has not been resolved with the service provider, be sure to check with CTU to find out which institution is competent to deal with your dispute.

---

## Universal service

### REQUEST FOR REIMBURSEMENT OF NET COSTS AND LOSS FROM THE PROVISION OF SPECIAL PRICES

On 23 July 2021, O2 Czech Republic a.s. submitted a request to CTU for reimbursement of the loss from the provision of special prices of the publicly available telephone service to disabled people for the year 2020 in the amount of CZK 62,984,855.74. Furthermore, on 28 July 2021, it requested reimbursement of the net costs of providing partial services of the universal service for the same period in the amount of CZK 27,567,181.93. CTU subsequently initiated two administrative proceedings with O2 to verify the amounts contained in the submitted requests. Once final decisions are issued, the verified net costs and loss will be covered by the state budget through CTU.

## Amendment to the Measure of General Nature laying down the methodology for the breakdown and allocation of costs and revenues and determining the structure of the information to be reported

On 20 July 2021, CTU launched on the discussion site a public consultation [of the draft version of Measure of General Nature No. OOP/4/XX.2021-Y](#) amending Measure of General Nature No. [OOP/4/09.2014-6](#) laying down the methodology for purpose-based classification of cost and revenues and their allocation, and designating structure of the reported information, as amended by Measure of General Nature No. [OOP/4/12.2015-7](#) and Measure of General Nature No. [OOP/4/02.2019-2](#). In this document, CTU updates the value of the WACC indicator. The new WACC value was determined based on the requirements laid down by the [Commission Notice](#) on the calculation of the cost of capital for legacy infrastructure in the context of the Commission’s review of national notifications in the EU electronic communications sector. Comments on the proposal can be submitted until 23 August 2021.

---

## Legislative changes

### New Personal Identity Cards Act

Act [No. 269/2021 Coll.](#), on personal identity cards, which replaces the existing Act [No. 328/1999 Coll.](#), on personal identity cards, as amended, was published on 19 July 2021 in [Volume 117](#) of the Collection of Laws. Simultaneously with this Act, Act [No. 270/2021 Coll.](#), was passed, amending certain acts in connection with the adoption of the Personal Identity Cards Act.

These Acts reflect, among other things, the ongoing conceptual change in handling of personal data, namely the restriction to use of the “birth number”. In line with this concept, Act No. 269/2021 Coll. redefines the basic elements of the personal identity card, which no longer include the “birth number”; similarly, the “title or academic degree” of the holder of the identity card will no longer be included in the optional data. In the future, the absence of this information, in particular the birth number information, will probably require action on the part of providers of electronic communications services. Following the changes pursuant to Act No.269/2021 Coll., corresponding amendments are made in [Part FOURTEEN](#) of Act No. 270/2021 Coll. to Section 134a of the Electronic Communications Act, which regulates the access of the Czech Telecommunication Office to data kept in basic registers and certain administrative work systems.

Both Acts come into effect on 2 August 2021, except for certain specified parts.

---

## Questions and complaints

### QUESTIONS AND COMPLAINTS - HOW DOES IT ACTUALLY WORK?

Consumers can contact the Czech Telecommunication Office in various ways. If a consumer is not satisfied with the claim settlement about electronic communications services, he/she should ideally submit an official [objection against a claim settlement to CTU](#), on the basis of which administrative proceedings are initiated. However, there may be various situations where another form of submission to CTU is more appropriate, such as a complaint or an enquiry. For example, in a situation where the deadline to submit an objection has unfortunately expired with no result, where you just need



information or advice, or where you did not submit a claim for some reason. In any case, the Czech Telecommunication Office deals with any relevant motion with which it is contacted, irrespective of the form of submission. An enquiry or complaint can result in information, advice or sometimes even a mediated statement from the service provider. It is not uncommon for CTU to initiate, for example, an inspection or administrative offence proceeding against an operator on the basis of a complaint.

## THE BENEFITS OF MAKING AN ENQUIRY OR COMPLAINT

What are the specifics of the enquiries and complaints process and, by implication, the benefits for consumers? If you contact us with a complaint or query, it is not dealt with through an administrative proceeding. Submissions are therefore not limited by any statutory time limit. They are not subject to an administrative fee or other formal legal requirements. It is also not always necessary to have evidence, although it is appropriate and useful and the need for evidence in the case of administrative proceedings is pointed out to the submitting party in the reply. Thanks to the absence of time limits, the submitting party can contact CTU even with a time-barred case and at least get information/advice on how to proceed in such a situation in the future. No costs (i.e. neither an administrative fee nor, for example, the cost of an attorney) are required from the submitting party in the process of handling and processing of the case; overall, the communication is more flexible and thus better suited to people, for example, who were born earlier or are less familiar with technology and services.

## A DECISION IN FAVOR OF THE COMPLAINANT

In addition, service providers have the opportunity to assess the situation individually and make the so-called business decision in favor of the complainant (which can be a win-win situation for both parties). This is not an isolated situation in this administrative work, and it happens even in cases where it is obvious that the submitting party would not succeed in administrative proceedings (whether in terms of deadlines, evidence or a different opinion).

## FEEL FREE TO CONTACT US

The administrative work of handling enquiries and complaints is one of the important activities of the Consumer Protection Department of the Czech Telecommunication Office. This is a diverse administrative work, and the officials who help the public with solutions must be familiar with a number of acts and regulations that are often only marginally related to the CTU's administrative work. Even if another authority is competent to deal with your complaint, we will still advise you on the correct course of action in general terms and specify whom you can contact, or even refer the complaint to the competent authority ourselves. So do not be afraid to submit a complaint or enquiry. Thanks to you, we have up-to-date information on what is happening in the market of supervised services and can thus react both in communication with operators and providers and in communication with the public and the media.

---

## Telecommunications regulation in the EU

### Official Journal of the EU

On 5 July, [Commission Recommendation \(EU\) 2021/1086](#) of 23 June 2021 on building a Joint Cyber Unit was published.

On 14 July, [Regulation \(EU\) 2021/1153](#) of the European Parliament and of the Council of 7 July 2021 establishing the Connecting Europe Facility and repealing [Regulations \(EU\) No. 1316/2013](#) and [\(EU\) No. 283/2014](#) was published. The CEF2 facility will provide resources in amount of EUR 30 billion over

the period 2021-2027 to finance digital, transport and energy projects. One of the aims is also to facilitate the deployment of very high capacity networks and 5G networks e.g. also in connection with support of smart mobility development or digitalisation of undertakings. Emphasis is also placed on the environmental sustainability aspect.

On 20 July, [Commission Implementing Decision \(EU\) 2021/1196](#) of 19 July 2021 amending [Implementing Decision \(EU\) 2020/167](#) as regards harmonised standards for certain radio equipment concerning ground- and wall-probing radio determination devices, radio frequency identification equipment, radio equipment for Euroloop railway systems, networked short range devices, wireless industrial applications and broadband communication radiolink for ships and offshore installations was published. The decision entered into force on the day of its publishing in the Official Journal of the EU.

On 30 July, [Regulation \(EU\) 2021/1232](#) of the European Parliament and of the Council of 14 July 2021 on a temporary derogation from certain provisions of Directive 2002/58/EC as regards the use of technologies by providers of number-independent interpersonal communications services for the processing of personal and other data for the purpose of combating online child sexual abuse, was published. This regulation entered into force on the third day of its publication in the Official Journal of the EU. It is applicable from 3 August 2024.

## European Commission

On 19 July, European Commission launched [public consultation](#) on the review of [Directive \(EU\) 2016/2102](#) of the European Parliament and of the Council, on the accessibility of the websites and mobile applications of the public sector bodies to the EU public, especially to disabled persons. Public consultation is open until 25 October 2021.

## ERGP

The European Regulators Group for Postal Services (ERGP) has launched two [public consultations](#). The consultation on [ERGP draft Work programme for 2022](#) is open until October 2021. The consultation on draft [Report on the contractual situation of consumers of postal services](#) is open until 12 September 2021. You can send your suggestions and comments to [GROW-ERGP@ec.europa.eu](mailto:GROW-ERGP@ec.europa.eu).

## ITU

International Telecommunication Union (ITU) has started to accept applications for the second phase of the [Digital Transformation Centers \(DTC\) Initiative](#), which aims to close the persistent gap in digital skills of people living in marginalised communities around the world. During the first phase, 80 thousand people were trained, 65% of whom were women. Interested eligible institutions can submit their applications by 31 August 2021.



## Calendar

10. 9.	CTU Workshop on the draft Decree on number portability and change of the Internet access service provider
15. 9.	CTU Workshop on the draft procedure for reviewing partial services of reasonable internet access within the Universal service
22. 9.	CTU Workshop on WACC in postal services