



Telegraphically

Czech Railways are testing repeaters

Czech Railways have started testing mobile signal repeaters. The first of them is installed on a Railjet train on the Prague - Graz line. The repeater will improve the signal inside the train and allow passengers to enjoy quality voice and data services along the entire route. CTU has long been promoting repeaters as a suitable solution to signal problems caused by the design of the vehicles themselves.

Public Administration Hackathon

A representative of CTU participated as a mentor and jury member in the next annual public administration hackathon called [Hackaton 4.0](#), traditionally organized by the Czech Republic Supreme Audit Office. Open CTU data was available to participants. 1st place was awarded to the team that presented the Mapublica app. 2nd place was awarded for the interactive map of catchment schools, 3rd place went to the SENIOR.exeKUCE application.

Hana Továrková in the leadership of BEREC

At the 52nd Plenary Meeting of the Board of Regulators of the Body of European Regulators for Electronic Communications (BEREC), CTU Council Chair, Hana Továrková, was elected to join the leadership of BEREC for the next year as one of the three Vice-Chairs for a one-year term. BEREC will be led next year by Konstantinos Masselos (EETT, Greece). For more information on the meeting, see page 8.

Meeting of regulators in Prague

On 22-23 September, CTU hosted a meeting of regulators from Poland, Slovakia and Hungary. Chairs of the authorities and their experts discussed current key topics that link the Central European region, such as the implementation of new legislation or new projects at national level. Cross-border cooperation opportunities are a traditional topic. An important point of the meeting was also the discussion on BEREC - whether on the workshop "BEREC 2030" or on the planned work programme for 2023.

Market development report 2021: WiFi still the most used, average data usage per SIM has already exceeded 4.5 GB

The Czech Telecommunication Office issued the regular [Report on the development of the electronic communications market with a focus on 2021](#). It is based on data supplied to the Czech Telecommunication Office by undertakings in electronic communications as part of the mandatory data collection. The focus is on Internet access services.

In 2021, users with a fixed connection transferred an average of over 280 GB of data per line per month. Since 2017, the number of active instances of Internet access at a fixed location has increased by more than 17%, reaching 3.95 million in 2021. Of these, 18.7% of access instances were via optic fibre networks. WiFi continues to be the most used method for accessing the Internet, with its share remaining almost unchanged year-on-year at 28.3%. The share of reported instances of Internet access with a nominal speed of 100 Mbit/s and higher reached almost 32%.

Five-fold data usage

The number of SIM cards with mobile internet access rose to 10.7 million, an increase of more than a quarter from 2017. In 2021, users transferred data in a total volume (excluding fixed LTE) of almost 579 thousand TB and the average monthly data usage per SIM card used for mobile internet access rose to 4.51 GB, more than 5 times the original value compared to 2017.

How do we watch TV?

In 2021, the IPTV platform surpassed the 1 million subscriber mark for the first time, becoming the most widely used pay-TV platform.

How much time do we spend calling?

The volume of minutes called on mobile networks reached almost 27 billion real minutes in 2021, with the average monthly volume of minutes called per SIM card rising to 169 minutes in the same year.

Virtual operators have minimal market influence

The total market share of all virtual operators is 7.3%. Of these, the group of virtual operators managing between 1 and 100 SIM cards (exactly half of all virtual operators) has a negligible market share of only 0.02%. On the other hand, the four largest virtual operators with more than 100,000 managed SIMs have a combined market share of 5.9%.

Retail sales grew

Operators' total retail sales grew. The growth has been uninterrupted, with undertakings reporting a cumulative total of CZK 86.3 billion in 2021. These sales were 10.6% higher relative to the starting year of the period under review, 2017. At the retail level, mobile services dominated the market, with sales reaching CZK 49.8 billion in 2021. Their overall growth over the period under review was 5.4%.

The development of the price level is elaborated in the [Report on the development of prices on the electronic communications markets in the period 2017-2021](#). The report examines the development of prices for universal service, retail and wholesale services provided on fixed and mobile networks.

For more details, please visit <https://www.ctu.eu/prices-services>.

Česká pošta, s.p. will increase the prices of some of its services from 1 November 2022

Česká pošta, s.p. will increase the prices of some of its services from 1 November 2022. This price increase will also affect some universal postal services.

In the case of the domestic universal services of economy ordinary letter and priority ordinary letter, the basic prices are increased by CZK 2 (including prices for customers with a Customer Card) in all weight categories of these universal services. The prices of these services will increase by CZK 1 for customers with payment machines, when paying by credit (Kredit) or for Hybrid Post customers. Following the increase in the prices of these services, there is also an increase in the prices of letter-based stamps.

For domestic postal money order services, including postal cash on delivery (COD) orders, there is an across-the-board price increase of CZK 5 for all types of postal money orders.

For the international universal services of ordinary printed matter bag and registered printed matter bag, there is a significant reduction in the number of weight categories and, as a result, price changes (mostly increases) for these universal international services.

The price list of Česká pošta, s.p. valid from 1 November 2022 is available at <https://www.ceskaposta.cz/ke-stazeni/cenik-sluzeb-ceske-posty>.

CTU assessed the price changes submitted by Česká pošta, s.p. according to the Methodology for Assessing the Affordability of Universal Postal Services and found that the price changes effective from 1 November 2022 will not lead to unaffordability of universal postal services.

CTU educated consumer organizations

On 18 October 2022, the Czech Telecommunication Office held its second workshop for consumer organizations on the topic of postal services and related complaints of Czech consumers.

Among the guests, the Czech Telecommunication Office welcomed representatives not only of consumer organizations, including dTest, but also of the Ministry of Industry and Trade.

The presentations covered, among others, trends in postal services in the European area, consumer complaints and queries, the process of submitting an objection against a claim settlement, the inspection and supervisory activities of CTU and the presentation of the activities of the Telecommunication Academy.

Checked by CTU in October...

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

CTU launched 26 inspections in August. Four inspections were completed, and defects consisting in the effect of harmful interference to priority radiocommunications service stations (meteorological radar) were identified in three cases; these 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 a total of 10 inspections focused on the use of frequencies without authorization (including frequencies for the use of which an individual licence cannot be issued). 8 inspections revealed use of frequencies without authorization; the cases were referred for resolution in administrative proceedings.

[... compliance with the conditions of an individual authorization for the use of radio frequencies](#)

11 inspections were carried out, and violations of the conditions of the individual licence were found in two cases. Both cases were dealt with by means of a request to remedy the deficiencies identified and will subsequently be 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 September, CTU closed 11 cases of interference with GSM, LTE and 5G public mobile communications networks (in 5 cases the source of interference was the so-called GSM repeater, in three cases it was an active element of TV reception), 7 cases of interference with radio and satellite signal, 10 cases of interference with a meteorological radar, and 5 cases of interference with various systems (WiFi station. PCO central receiver, mobile service station, etc.). In cases where the interference was confirmed and the source of the interference was traced, the operators of the interference sources were ordered to eliminate them.

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

In September, CTU closed a total of 169 cases of TV signal reception interference. The investigation of complaints about poor TV reception revealed that in 76 cases the defect was in the viewer's equipment (most often a technical fault of the receiving antenna or lead-in), in 47 cases the interference stopped or occurred sporadically. In 9 cases, the complainant withdrew the interference complaint during the investigation. In 31 cases, the source of the interference was identified, and the sources of the interference were 5G base stations of a mobile operator and the mobile operators were ordered to eliminate the interference based on a CTU decision. In 6 cases the cause of problems with TV signal reception was insufficient or otherwise degraded TV signal at the place of reception (mainly due to shadowing and reflections from the ground surface and insufficient signal intensity).

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

As of 30 September 2022, 310 base stations were in pilot operation, and 17,183 stations were in permanent operation. In September, an LTE base station was not identified as a source of TV signal interference.

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

As of 30 September 2022, 2,631 base stations were in pilot operation, and 861 stations were in permanent operation. In September, a 5G/LTE base station was identified as a source of TV signal interference in 31 cases. In September, CTU sent a letter via data mailbox to 308 municipalities in whose region the pilot operation of 5G base stations was launched, with [information on how to proceed in the event of TV signal reception interference](#).

2,455 - the number of decisions issued in September on the matter, of which 2,451 decisions concerned a dispute over payment (payment of the price for services).

1,656 – the number of administrative proceedings initiated in September concerning subscriber disputes between the person carrying out the communication activity and the subscriber. These are the disputes over payments and objections against a claim settlement about the billing of the price or the provided publicly available electronic communications service.

They cancelled my tariff, can they switch me to another tariff?

T-Mobile has announced its intention to cancel some of its tariffs and gradually migrate many of its customers to newer tariffs, which in many cases will be associated with a change in tariff composition or price. Here is a reminder of what the consumer should know in this context.

It is important to say that the operator has the right to cancel the tariff or change it, it is a change in the contract terms, which is allowed by the Electronic Communications Act. The possibility of such a change and its scope must be agreed in the contract.

On the other hand, the customer has the right not to accept the change (unless the change is solely for the better) and to terminate the contract free of charge.

The operator must also meet certain other conditions. These include, inter alia, the obligation to inform the subscriber in a clear and comprehensible manner in text form about any changes to the terms and conditions of the contract no later than 1 month before the change comes into effect. Simply put, the customer must be given full information in writing about the date of the change, the new tariff and its price. At the same time, the service provider must inform the customer of their right to terminate the contract without incurring any additional costs if the legal requirements for such free termination of the commitment are met. The situation is slightly different if the customer uses a subsidized phone, for example, in which case the operator is entitled to a refund.

However, the price shall not exceed the lesser of the proportion of the value of the equipment agreed at the time of the conclusion of the contract or the portion of the price for services remaining to be paid until the termination of the contractual commitment. For the sake of completeness, if the changes are of a purely administrative nature and have neutral effects, or if the contract has been amended based on a change in legislation or based on a decision of CTU, the subscriber shall not have a right to terminate the contract free of charge, which is not the case in the situation described in the introduction to this article.

If a customer is unclear about the termination of a tariff and its change to another one, they can contact CTU with a query, complaint or through the appeal procedure; for click [here](#) for more information.

CTU supported 5G industrial applications at MSV 2022

During the recent International Engineering Fair in Brno (MSV 2022), the Czech Telecommunication Office was actively involved in promoting the possibilities of using 5th generation networks in industry.

Already on the first day of the fair, Marek Ebert, a member of the CTU Council, presented a comprehensive overview of the available spectrum for 5th generation networks in his speech at the Czech National Exposition - Support for the Development of 5G Networks.

On the second day, at the “Digital Factory 2.0” exposition, a panel discussion was held with mobile operators and their technology partners on the conditions of radio spectrum availability directly for

industrial enterprises. In this context, the possibility of using one of the commitments from the auction of spectrum for 5G networks, in which CTU designated an obligation to lease selected frequencies for industrial use, was also mentioned.

Market analysis

Market No. 2 – Wholesale dedicated capacity

During the public consultation held from 24 August to 26 September 2022 at the [discussion site](#), CTU did not receive any comments on the draft decision on the revocation of the designation of CETIN a.s. as an undertaking with significant market power on the relevant market concerned. CTU will now consult the draft decision with the Office for the Protection of Competition and then prepare the final decision for issuance.

Market No. 3 - Wholesale access to mobile services

In the public consultation held from 17 August to 19 September 2022 at the [discussion site](#), five entities from among providers of electronic communications services - network and virtual operators - submitted comments on the modified draft Measure of General Nature of market analysis No A/3/XX.2022-X, market No 3 - wholesale market of access to mobile services. CTU prepared a [table of the settlement](#) of the comments received, which was subsequently published on the discussion site.

Workshop on data collection within the electronic data collection (ESD) system

On 1 November 2022 at 2:00 p.m., a workshop for the professional public will be held at CTU premises on the changes to the regular data collection for the year 2022 in the ART form - Services provided in electronic communications through the electronic data collection system. The workshop will present in particular the upcoming changes in the geographic data collection on Internet access services and networks for the provision thereof according to Section 115a of the Electronic Communications Act, or according to Article 22 of the European Electronic Communications Code and the related BEREC Mapping Guidelines (BoR (20) 42).

RADIO SPECTRUM MANAGEMENT

DIGITAL RADIO BROADCASTING

On 27 September, CTU published the [draft principles of the tender](#) in the 174-230 MHz frequency band for the DAB+ radio service. Based on the comments received, CTU will decide on the organization of a further working meeting (round table) with the stakeholders and will announce the date and venue, if any, on its website.

ELECTRONIC COMMUNICATIONS NETWORKS

In September, CTU completed the [review](#) of whether there are still grounds for limiting the number of rights to use radio frequencies in the 2.1 GHz frequency band, concluding that the current limitation of the number of rights should be maintained to enable not only the continued provision of current electronic communications services but also the development of new services. Subsequently, CTU invited Vodafone Czech Republic a.s. and T-Mobile Czech Republic a.s. to apply for a new block allocation according to the conclusions of the review, at a price determined based on an expert opinion.

Telecommunications regulation in the EU

European Commission

On 14 September, President of the European Commission, Ursula von der Leyen, presented 2022 State of the Union [address](#).

On 26 September, European Commission published the [Report](#) on the implementation of Directive 2015/1535 on the procedure for the provision of information in the field of technical regulations and regulations for information society services. [Single Market: transparency and cooperation with MS \(europa.eu\)](#). In the information society services sector, Member States notified 255 measures, with the bulk of notifications concerning draft legislation affecting electronic commerce, social media and online platform operators, net neutrality and media pluralism, fake news and online hate speech, as well as other rules on information society services falling within the scope of [Directive 2000/31/EC](#) ('the e-Commerce Directive') and rules related to audiovisual media services falling within the scope of [Directive \(EU\) 2018/1808](#) (the revised Audiovisual Media Services Directive). Other Commission reactions were issued in relation to notified draft measures concerning rules on information society services focusing on electronic identification and trust services falling under the scope of [Regulation \(EU\) 910/2014](#) (the 'eIDAS Regulation') and the free flow of non-personal data as regulated under [Regulation](#). There were also notifications on digital data privacy, cybersecurity, data retention, electronic invoicing, copyright, telecom and electronic communications (including 5 G), safer internet for kids, e-books, online gambling and in several cases linked, in explicit or in ancillary terms, to the free movement of services and freedom, as well as consumer rights under Directive 2011/83/EU, the protection of personal data under the General Data Protection Regulation (EU) 2016/679, and the freedom of expression and the freedom to conduct a business as enshrined in the Charter of Fundamental Rights of the European Union.

On 28 September, the European Commission launched a [public consultation](#) - Consumer rights - adapting out-of-court dispute resolution to digital markets. The development of digital markets requires the development of quick and simple dispute resolution mechanisms. Consumers and businesses are increasingly using systems that do not comply with the requirements of the Directive on alternative dispute resolution, depriving consumers of a fair remedy. This initiative will modernise the ADR framework to consider online intermediaries, pre-contractual information and traders from outside the EU. The public consultation runs until 21 December 2022.

On 29 September, the Commission launched the [third set of calls](#) for drafts under the Digital Europe Programme worth €200 million under the work programmes for the period 2021-2022. This funding will bring an investment of €170 million. The deadline for these calls is 24 January 2023.

Another call was launched also for the European Digital Innovation Hubs with additional 30 million EUR. The hubs, located across Europe, will support private companies, including SMEs and start-ups, and the public sector in their digital transformation. The deadline for this call is 16 November 2022.

Cybersecurity

On 1 October, the [10th anniversary of the European Cybersecurity Month](#) was launched, this year titled "Think Before U click – I choose to be safe online". European Cyber Security Month is an EU cyber security awareness campaign that takes place every October across Europe. The aim is to increase knowledge about cyber security threats and promote cyber security principles among citizens and organisations through education and sharing of best practices. The annual cybersecurity awareness campaign is coordinated by the European Union Agency for Cyber Security (ENISA) and supported by

the European Commission, Europol, the European Central Bank, EU Member States, European Free Trade Association (EFTA) countries and more than 300 public and private sector partners.

EU Council

On 14 September 2022, Mikuláš Bek, Minister for European Affairs, representing the EU Council, and Roberta Metsola, President of the European Parliament, [signed](#) an agreement on the [Digital Markets Act](#). The proposal aims to ensure that the digital sector is competitive and fair. This ends a difficult negotiation process. The [Act](#) is focused on large online platforms, the so-called 'gatekeepers', which control the platforms' main services such as marketplaces, app stores, internet search engines, social networks and others.

BEREC

The [52nd BEREC Plenary meeting](#) took place on 6 – 7 October in Salzburg. On 5 October, it was preceded by a workshop of the Chairs of the regulators on "BEREC 2030", which discussed the future role of BEREC. On 6 October, BEREC also elected the leadership for the next year.

Next year, Konstantinos Masselos (EETT, Greece) will lead the BEREC's narrower leadership. Annemarie Sipkes (ACM, the Netherlands), the current BEREC Chair, and Tonko Obuljen (HAKOM, Croatia), who was elected Chair for 2024, will be members of the so called "troika". Hana Továrková, CTU Council Chair, was elected among the three Vice-Chairs for one year. She will be joined by Robert Mourik (ComReg, Ireland) and Branko Kovijanić (EKIP, Montenegro), who will represent BEREC members outside the European Union.

BEREC Board of Regulators adopted the following documents for publication:

- [BoR \(22\) 128](#) BEREC Report on the implementation of the Open Internet Regulation 2022
- [BoR \(22\) 129](#) Summary Report on the BEREC Workshop on Digital Divide
- [BoR \(22\) 130](#) Intra-EU communications BEREC Benchmark Report April 2021 – March 2022
- [BoR \(22\) 131](#) Annex I – BEREC Benchmark Intra-EU communication
- [BoR \(22\) 132](#) BEREC Report on Western Balkan Roaming, October 2021 – March 2022
- [BoR \(22\) 138](#) Summary Report: BEREC Open RAN workshop
- [BoR \(22\) 141](#) BEREC opinion on the Draft Commission implementing decision amending Decision 2007/116/EC as regards the introduction of an additional reserved number beginning with 116 – new helpline for victims of violence against women
- [BoR \(22\) 144](#) BEREC Report on the 5G Ecosystem

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

- [BoR \(22\) 139](#) Draft BEREC Report on comparison tools and accreditation
- [BoR \(22\) 143](#) Draft BEREC Work Programme 2023

ERGP

On 30 September, [3th ERGP Stakeholder Forum](#) was held. The aim of the forum was to gather stakeholders' views on the direction postal regulation should take in light of the ERGP's Opinion on the future review of the regulatory framework, published in April 2022. There was also a discussion on the

ERGP's work programme for 2023 and the ERGP's medium-term strategy for 2023-2025. Both documents were subject to public consultation until 8 October.

ITU

At the [International Telecommunication Union's Plenipotentiary Conference](#) (ITU PP-22), taking place from 26 September to 14 October 2022 in Bucharest, the [new ITU leadership was elected](#). Doreen Bogdan-Martin (USA) became ITU Secretary-General, the first woman to hold this position. Tomas Lamanauskas (Lithuania) was elected as her deputy. The election of the Directors of the 3 ITU Sectors also took place. Mario Maniewicz (Uruguay) was re-elected to head the Radiocommunication Bureau and was thus confirmed for his second term. In the Telecommunications Standardization Bureau, Seizo Onoe (Japan) was elected and Cosmas Zavazava (Zimbabwe) became Director of the Telecommunications Development Bureau. Member State representatives also elected the ITU Council from among their number. The Czech Republic received sufficient support to defend its next term and will be a member of the ITU Council until 2026. For the first time in ITU history, Russia will not sit in the Council.

EU Calendar

8. 7. – 8. 10. 2022	Public consultations on the ERGP Work Programme for the next year and on the Medium-Term Strategy 2023 -2025
2. - 4. 11. 2022	Conference EU Secure and Innovative Digital Future , Prague and online