



Czech Telecommunication Office

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Telegraphically

Information society in numbers

By mid-2022, 85% of Czech households were already connected to the Internet, but only one in two elderly citizens' households. The most commonly used electronic device is the mobile phone, which was used by 99% of people over 16 years of age in the Czech Republic. This is evident from the publication published by the Czech Statistical Office, [Information Society in Numbers](#), the introductory chapter of which covers telecommunications and Internet infrastructure.

The position of CTU before the courts will be strengthened

[Act No. 105/2023 Coll.](#), which amends the Code of Civil Procedure, was published in [Volume 57](#) of the Collection of Laws. After its entry into effect on 1 July 2023, it will strengthen the position of specialized administrative bodies implementing out-of-court dispute resolution (CTU, ERO, financial arbitrator) before the court that reviews their decisions. CTU will be able to comment on the action, attend hearings at which it will be able to ask to speak or examine the file. It will also receive the judgments.

The Personal Data Protection Office imposed fines for spam

In 2022, the Personal Data Protection Office imposed 30 fines in relation to the sending of commercial communications, in total amount of CZK 828,000 for the year 2022. The most frequent instances of misconduct included sending commercial communications without a legal title or failing to comply with the necessary requirements for commercial communications, in particular not indicating the possibility to refuse further communications. Fines were also issued for failure to cooperate during the inspection. This is according to the [annual report of the Office for Personal Data Protection for the year 2022](#).

Complaints about the TV signal: the most frequent reason is a defect on the viewer's side, in case of interference by the mobile network CTU responds immediately

In accordance with its powers and responsibilities under the law, the Czech Telecommunication Office regularly addresses complaints from citizens - television viewers about problems with the reception of digital terrestrial television. On 14 April 2023, CTU held a workshop with stakeholders and senators on the issue of evaluating these complaints. In the following article we will briefly present the evaluation of complaints about poor quality TV reception presented at the workshop.

Period	Closed cases in total	Identified source of the interference (out of which 4G/5G mobile network)	Defect on the TV viewer's side	Interference not proved	Poor TV signal quality	Defect on TV transmitter
2021	1083	35 (27)	677	296	71	4
2022	1278	206 (205)	744	285	42	1
Celkem	2361	241 (232)	1421	581	113	5

Legenda: closed cases (in total) - cases of complaints about the quality of reception resolved and closed in a given calendar year,
 identified source of the interference – cases where interference with TV reception from another electronic device was detected and confirmed,
 (out of which 4G/5G mobile network) - mobile operator's base station was detected as a source of the interference with TV reception,
 defect on the TV viewer's side – identified defect on TV viewer's side was the cause of poor quality reception,
 interference was not proved – neither poor quality reception, nor interference was proven during the local investigation,
 poor TV signal quality - insufficient or otherwise degraded TV signal was the cause of poor reception quality.

We carefully evaluate all complaints and for almost all of them we perform measurements directly at the TV viewer's premises to determine the cause of the poor-quality reception. The only exception is complaints where we almost certainly expect interference from the mobile operator's base station - to speed up the process leading to a remedy, we pass these cases directly to the relevant mobile operator, under an agreement, to eliminate the interference.

As the table shows, CTU has closed a total of 2361 investigations into complaints about DVB-T2 reception in 2021 and 2022. Of these, there were:

👉 241 cases where interference with TV reception from another electronic device was detected and confirmed, of which 232 involved a mobile network base station.

The 4G/5G nationwide mobile radio networks have been operated in the 800 MHz band since 2014 and in the 700 MHz band since 2021. The number of cases of interference with TV reception by mobile networks from the 700 MHz band is directly affected by the number of newly launched mobile base stations and their distance from TV reception locations. At present, the use of the 700 MHz band by mobile networks is still at an early stage and it can therefore be expected that in the future, as the number of base stations in operation increases, so will the number of viewers whose TV reception will be temporarily adversely affected by this phenomenon. For these reasons, each newly launched base station is operated in a pilot operation mode in which all interference must be eliminated

How does CTU proceed?

If the quality of reception of the television signal is adversely affected by the operation of a mobile radio network, which CTU verifies by a local investigation, the operator of that network is obliged to ensure the elimination of harmful interference to the television viewer on the basis of a decision of CTU and at its own expense. Both internally and vis-à-vis mobile network operators, CTU has processes in place to minimize the impact on viewers. The aim is that the technical measures necessary to eliminate interference, i.e. additional technical adjustments to the reception system of the viewers,

should be carried out by the network operator in units of days. The work of the coordination working group, activated by CTU in 2021, contributes to this. The 241 cases described involved mainly situations where the source of interference was the interference from mobile radio networks in the 700 MHz band - these viewers had their receiving antenna system adjusted by the mobile radio network operator at the operator's cost based on a decision of CTU (232 cases). If the interference was caused by other equipment, CTU ordered the operator to remove the source of interference at its expense.

👉 581 cases where interference was not proven.

In these cases, neither poor quality reception, nor interference or any other cause of poor quality reception was proven during the local investigation. In this case, the real cause of the reception problem may have been the weather, which was better at the time of the investigation at the viewer's location than at the time the viewer submits the complaint. Weather effects, especially inversions, which can significantly affect the quality of TV reception in the short term, cannot be significantly reduced or influenced. These are objective phenomena that significantly affect the propagation of electromagnetic waves, but their real impact is very difficult to predict in terms of time and space.

👉 1421

cases where a defect was identified on the TV viewer's side.

defects of TV viewers' equipment account for 67% of all cases resolved excluding interference cases and about 60% of all cases investigated by CTU in the previous two years. The defects identified with TV viewers' equipment are broken down in more detail according to their nature in a separate chart.

How does CTU proceed?

CTU's technicians always aim to detect the cause of poor quality of signal reception at the viewer's site. If they detect interference from a base station of the mobile network, they will eliminate the interference themselves by inserting a filter or refer the case to the mobile operator for quick resolution. If they detect a defect in the receiving system, they will inform the viewer about it and recommend a suitable method of rectification.

👉 113 cases of poor TV signal quality

Objectively poor signal quality as a cause of TV reception problems was identified in 113 cases in 2021 and 2022, which, taking into account the aforementioned 241 cases of interference caused mainly by mobile networks, amounts to approximately 5.3% of the remaining complaints received from viewers about problems with TV signal reception. The availability of the terrestrial television signal in the public multiplex MUX21 is stipulated by Act No.483/1991 Coll., on Czech Television, which stipulates that at least 95% of the population of the Czech Republic should be able to receive nationwide television broadcasting. The availability of nationwide television broadcasting in the case of MUX22-24 commercial broadcasting is regulated by Act No. 231/2001 Coll., on the Operation of Radio and Television Broadcasting, which states that in the case of nationwide television broadcasting, it should be available to at least 70% of the population of the Czech Republic. It is clear from the above that the legislator admits that the signal of nationwide terrestrial television broadcasting may not be available to the entire population of the Czech Republic; in practice, this legislative regulation means that up to approximately 526,000 inhabitants in the case of public broadcasting and 3,156,000 inhabitants in the case of nationwide commercial broadcasting may not have an available signal. This is due to the physical characteristics of radio waves, whose propagation, especially in rugged terrain with many obstacles, makes it impossible to achieve a sufficiently strong and undegraded signal in shaded areas,

which is essential for quality reception of terrestrial television. In assessing the size of the population covered, statistical data relating to the resident population is used.

How does CTU proceed?

CTU also carried out measurements in 30 locations from which it received both individual and collective complaints and petitions from mayors of municipalities. The predominant cause of signal reception problems in most of these locations is low signal strength and degradation caused by multipath propagation. These phenomena are related to the morphological situation in the locations in question, where the radio visibility towards the transmitter is significantly limited, i.e. the transmitter is shadowed by a terrain obstacle or there are multiple reflections of the signal from terrain obstacles. It is important to note that the Office continues to work together with TV network operators and continuously deals with their requests for the addition of frequencies to complete the coverage and improve the coverage of certain locations, however, in most cases these are locations with a small population. Therefore, the decision whether the signal reception situation of a particular municipality or locality will be improved by the construction of an additional transmitter is entirely within the competence of the operators of individual broadcasting networks and their economic balance sheets, as the construction of new transmitters requires significant investment costs.

Preparations for the World Radiocommunication Conference: satellite constellations, upper-6 GHz and UHF

The International Telecommunication Union (ITU-R) “Conference Preparatory Meeting” (CPM) is an important global meeting ahead of this autumn's World Radiocommunication Conference (WRC-23). CPM was held in Geneva from 27 March to 6 April 2023 with the physical or remote participation of 1,933 delegates from UN Member States, including representatives of sectoral industry members, universities, scientific organizations and some UN entities.

The conference was chaired by Cindy-Lee Cook (Canada), who was appointed in 2019 by the Radiocommunication Assembly to lead the preparations for WRC-23.

The aim of the meeting was to discuss proposals for the autumn conference WRC-23, whose main task is to negotiate an international agreement (Radio Regulations) regulating the conditions for the use of frequencies for mobile, satellite and other communications, in line with new technologies and the needs of the market and radio spectrum users.

During the CPM, 236 proposals on spectrum use and frequency coordination procedures were discussed according to the programme approved by the WRC in 2019. For example, the possibilities of using the frequencies to expand mobile networks, for space and scientific applications, or for telecommunications from aircraft and remote areas of the Earth were discussed. Sustainable spectrum use principles are also a priority for the ITU-R sector. Among the difficult points of the conference was the discussion of conditions for satellite projects and new constellations, including those in low Earth orbit. The discussion on the regulatory proposals for the UHF band was also among the widely followed discussion points, where the CPM described a number of solutions and their combinations to possibly adjust future conditions. Significant attention was focused on discussing conditions in the upper 6 GHz band in terms of opportunities for new applications suitable to address the future availability of gigabit internet connectivity. As the CEPT did not make direct proposals on this CPM item, Europe's

involvement consisted mainly in developing or modifying options (methods) that might not be acceptable to the CEPT until the actual WRC-23 meeting.

The outcome of the conference is a comprehensive CPM Report, which will be published on the [ITU-R website](#). The report summarizes possible solutions that could be used by states or regional groupings in formulating proposals for WRC-23. The alternatives described are also accompanied by the views of states on their feasibility or on their possible shortcomings.

From the point of view of the CEPT countries and the European objectives, the achieved outputs of the CPM, i.e. the successful acceptance of the proposed options, can be assessed positively. However, the final solutions will not be adopted until WRC-23.

Representatives of the Czech Republic participated at the CPM meeting in the joint approach of European countries and supported the options preferred in the long-term preparation of CEPT and the EU for WRC-23. The meeting also discussed the proposals of the Czech coordinator responsible in CEPT for the interconnection between the ITU-R Radio Regulations and the related recommendations and resolutions.

RADIO SPECTRUM MANAGEMENT

DIGITAL RADIO BROADCASTING

CTU has dealt with comments and suggestions from the second workshop on the upcoming auction of frequencies for nationwide and regional digital radio networks. Accepted comments and suggestions include, for example, relaxing the development criteria, increasing the cash guarantee and others. A major change will be a change in the auction format, where CTU is moving away from the original concept of an envelope method tender with sealed bids. Instead, the tender will take the form of an electronic auction. This should allow for an efficient and transparent process for the granting of individual block allocations at market price. [The complete document](#) with the settlement and explanation of the submitted comments and suggestions is available on [the CTU website](#).

GENERAL AUTHORISATIONS

On 21 March, the CTU Council approved General Authorisation No. [VO-R/17/03.2023-1](#) for the use of radio frequencies and for the operation of CT0-standard cordless telephones. The reason for the update is the end of operation of analogue CT0-standard cordless telephones on 31 December 2023. CT0 telephones use frequencies in the 31/40 MHz band, CT0 technology is obsolete and CT0 telephones have not been on the market for many years. The general authorisation has already been published in the [Telecommunication Bulletin](#) and came into effect on 15 April 2023.

Checked by CTU in March...

...compliance with the conditions of General Authorisation 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 2.4 GHz - 71 GHz band

CTU completed 22 inspections in March. Defects were identified in 17 cases, consisting mainly in harmful interference with radiocommunication service stations on a primary basis and use of indoor frequencies outside a building, which were resolved by a call to rectify the identified deficiencies and which will subsequently be addressed in administrative proceedings.

... the use of radio frequencies without authorisation

Based on radio monitoring, CTU carried out a total of 10 inspections focused on the use of frequencies without authorisation (including frequencies for the use of which an individual authorisation cannot be issued). In 8 cases, the use of frequencies without authorisation was detected, mainly by the operation of land mobile service stations and broadband data transmission devices (RLAN). In one case, a local transmitter for extended coverage was operated without authorisation. The cases were referred to 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 March, CTU closed 10 cases of interference to 5G, LTE and GSM public mobile communication networks, 2 cases of interference to radio and satellite reception and 10 cases of interference to meteorological radar. The other three interference investigations involved SRD and broadband data transmission devices (RLAN). 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 March, CTU closed a total of 153 cases of TV signal reception interference. The investigation of complaints about poor TV reception revealed that in 61 cases the defect was in the viewer's equipment (most often a technical fault of the receiving antenna or lead-in), in 14 cases the interference stopped or occurred sporadically, in 10 cases the complainant cancelled the interference complaint during the investigation. In 11 cases, the reception problem was caused by poor signal quality at the reception location. In 57 cases, a source of interference was detected, and in all 57 cases the source of interference was identified as a 5G base station of a mobile operator.

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

As of 31 March 2023, 285 base stations were in pilot operation, and 17,075 stations were in permanent operation. In March, 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 31 March 2023, 1,471 base stations were in pilot operation, and 3,498 stations were in permanent operation. In March, a 5G/LTE base station was identified as a source of TV signal interference in 57 cases. In March, CTU sent a letter via data mailbox to 167 municipalities in whose region the pilot operation of 5G base stations was launched, [with information](#) on how to proceed in the case of TV reception interference.

... security, confidentiality and integrity of public networks

On 28 and 29 March 2023, CTU personnel carried out an inspection of CETIN a.s. The inspection focused on the security, confidentiality and integrity of public electronic communications networks according to [Section 88](#) and [Section 99](#) of Electronic Communications Act and Decrees [No. 241/2012 Coll.](#), laying down the technical and organizational rules to ensure the security and integrity of public communications network and the interoperability of publicly available electronic communications services in a state of crisis, and [No. 380/2022](#) on the criteria for determining a serious breach of network and service security and loss of network integrity and the scope and form of transmission of breach information.

1,849 - the number of decisions issued in March on the matter, of which 1,841 decisions concerned a dispute over payment (payment of the price for services).

1,457 - the number of administrative proceedings initiated in March 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 claim about the billing of the price or the provided publicly available electronic communications service.

CTU can impose fines of up to CZK 5 million for unfair practices of undertakings in electronic communications

The new legislation expands the powers of CTU and better protects consumers from unfair practices in the field of electronic communications and postal services. Undertakings that unjustifiably demand additional payments from consumers can be fined up to CZK 5 million.

As CTU has already reported in its [regular monitoring reports](#) this year (in [January](#) CTU reported on new developments in the area of concluding contracts over the phone, in [February](#) on further changes to remotely concluded contracts and contracts concluded off-premises, and in [March](#) on templates for withdrawing from remotely concluded contracts), at the beginning of the year a major [amendment](#) came into effect, introducing new rules in the area of consumer rights. This amendment, among other things, expanded the powers and responsibilities of CTU to sanction illegal conduct in the context of contractual relations in the field of electronic communications and postal services.

In particular, it is possible to mention a situation where the undertaking would require the consumer to make an additional payment on top of the one they have committed to under their main contractual obligation, without the consumer's express consent before the conclusion of the contract. A situation where the consumer does not actively refuse an additional payment which has been prepared for them but which they have not initiated themselves cannot be considered as express consent.

The statutory provision in question thus strengthens the protection of consumers against the obligation to pay for additional services unknowingly ordered. For example, in the case of contracts concluded remotely, typically through online shops, it is not permissible for the undertaking to include additional items in the consumer's purchase order which the consumer is forced to actively reject if he/she wants to avoid additional payments related to the chosen product. This may include, for example, an additional insurance for the selected product or supplementary services such as premium service, etc.

Please note that CTU is authorised to sanction such conduct solely in the field of electronic communications and postal services. Therefore, a situation where the undertaking derives the consumer's express consent to an additional payment from pre-set options that the consumer must reject in order to avoid this additional payment constitutes an unfair practice, which CTU is entitled to sanction as an administrative offence for which a fine of up to CZK 5,000,000 can be imposed under the Consumer Protection Act.

A SELECTION OF PLANNED ITEMS ON THE AGENDA OF THE CTU COUNCIL MEETING

The concept of creating a self-service portal

The CTU Council will be acquainted with the progress of work on the creation of a self-service portal for citizens who need to contact CTU through various digital channels. Citizens can already make submissions via data mailboxes or emails signed with an authorized electronic signature, but there is no self-service portal in the CTU environment yet.

Price and service quality comparison tool

The CTU Council will be informed of the latest updates to the [comparison tool](#), in particular for services provided at a fixed location.

Measures to prevent spoofing in the Czech Republic

The Council will discuss possible measures to prevent the so-called spoofing (fraudulent telephone calls involving the manipulation of telephone numbers).

Council meeting with VNICTP representatives

The Council will meet with representatives of the Independent ICT Industry Committee. The agenda of the joint meeting will include, for example, the electronic data collection system, cybersecurity and radio spectrum management strategy.

We will also inform you via press releases about the key materials discussed by the CTU Council.

MARKET ANALYSES

Former Market No. 1 (according to the 2014 Commission Recommendation) - Wholesale call termination on individual public telephone networks provided at a fixed location

CTU issued a communication in the [Telecommunication Bulletin](#) of a decision on the revocation of the designation of CETIN a.s. as an undertaking with significant market power ([SMP/S1/03.2023-1](#)), and on the designation of O2 Czech Republic a.s. as an undertaking with significant market power ([SMP/S1/03.2023-2](#)) on the basis of the results of the analysis of the relevant market for wholesale termination of calls on individual public telephone networks provided at a fixed location (former market No. 1). Those decisions entered into effect on 23 March 2023.

Market No. 1 - wholesale local access provided at a fixed location, and Market No. 3b - wholesale central access provided at a fixed location for mass-market products

CTU has published on its discussion site the tables of the settlement of comments (for [market No. 1](#) and for [market No. 3b](#)) received as part of the public consultation on the revised draft analyses of relevant markets No. 1 – Wholesale local access provided at a fixed location and No. 3b – Wholesale central access provided at a fixed location for mass-market products. CTU will now make final adjustments to the draft analyses following the results of the public consultation and will subsequently consult with the Office for the Protection of Competition on the draft measures.

Market No. 3 - Wholesale access to mobile services

By its decision of 24 March 2023, the European Commission [rejected](#) a draft analysis of the wholesale access to mobile services on the basis of which CTU could subsequently impose ex-ante remedies on

three mobile network operators as undertakings with joint significant market power. On the basis of this decision of the Commission, CTU will therefore not apply ex ante regulation to the mobile services market in question. And in line with the Commission's opinion, CTU will continue to examine the fulfilment of commitments from previous auctions of radio frequencies, in particular the 2020 auction, allowing the entry of mobile virtual network operators, whose operations should contribute to improving competitive conditions in the mobile market.

Telecommunications regulation in the EU

Official Journal of the EU

On 2 March, Commission Delegated Regulation (EU) [2023/444](#) of 16 December 2022 supplementing Directive (EU) [2018/1972](#) of the European Parliament and of the Council with measures to ensure effective access to emergency services through emergency communications to the single European emergency number '112' was published. The Regulation entered into force on the third day following that of its publication in the Official Journal of the European Union. This Regulation shall be binding in its entirety and directly applicable in all Member States. On 6 March, [Corrigendum to Commission Delegated Regulation \(EU\) 2023/444](#) of 16 December 2022 supplementing Directive (EU) 2018/1972 of the European Parliament and of the Council with measures to ensure effective access to emergency services through emergency communications to the single European emergency number '112' was published.

On 6 March, [Commission Implementing Decision \(EU\) 2023/468](#) of 25 November 2022 amending [Decision 2007/116/EC](#) as regards the introduction of an additional reserved number beginning with 116 was published.

On 17 March, [Regulation \(EU\) 2023/588](#) of the European Parliament and of the Council of 15 March 2023 establishing the Union Secure Connectivity Programme for the period 2023-2027 was published in the Official Journal of the EU. This Regulation entered into force on the third day following that of its publication in the Official Journal of the European Union. This Regulation shall be binding in its entirety and directly applicable in all Member States.

On 17 March, [Council Decision \(CFSP\) 2023/598](#) of 14 March 2023 amending Decision (CFSP) 2021/698 to include the Union Secure Connectivity Programme was published in the Official Journal of the EU. This Regulation entered into force on the third day following that of its publication in the Official Journal of the European Union.

European Commission

On 23 March, Commission [Decision](#) of 23 March 2023 on setting up the High-Level Group for the Digital Markets Act ([DMA](#)) was published. In compliance with the requirements in the DMA, this group will be composed of 30 representatives nominated from the Body of the European Regulators for Electronic Communications (BEREC), the European Data Protection Supervisor (EDPS) and European Data Protection Board, the European Competition Network (ECN), the Consumer Protection Cooperation Network (CPC Network), and the European Regulatory Group of Audiovisual Media Regulators (ERGA). This [High-Level Group](#) may provide the Commission with advice and expertise to ensure that the DMA and other sectoral regulations applicable to gatekeepers (large digital platforms acting as important gateways between business users and consumers) are implemented in a coherent and complementary manner. The High-Level Group will have a mandate of two years and will meet at least once per year.

BEREC

On 30 March, [11th BEREC Stakeholder Forum](#) took place in Brussels. The main topics were the accessibility of electronic communications services for disabled end-users and the role of the regulation in the Digital era. Like last year, informal meetings, so called Meet & Greet, of registered participants with co-Chairs of individual Working groups took place before the Forum itself. During the conference, the incoming Chair for 2024, Tonko Obuljen (HAKOM, Croatia), presented BEREC Work Plan for 2024.