



Czech Telecommunication Office

November 2023

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## Telegraphically

### Meeting with the sector

On 30 November at 10:00 a.m., the CTU premises - Sokolovská 219, Prague 9, will host a review meeting with the representatives of the sector, where we will recapitulate the activities of the Office in the previous year and discuss expectations for the coming year. At 1:00 p.m., a second workshop will be held at the same address to further address the problem of spoofing in the Czech Republic.

### Workshop at the embassy

On 14 and 15 November 2023, the British Embassy in Prague together with CTU organised a workshop on the future of telecommunications. Together with our colleagues from the National Cyber and Information Security Agency, we shared experiences with our foreign partners on topics such as supply chain security, openRAN and network resilience. The second day was devoted to a discussion with the sector representatives, framed by the UK's recent experience with supply chain regulation.

### How to switch the Internet access service provider

In another [educational video](#) produced by the [Telecommunication Academy](#) called 'How to switch your Internet access service provider', we provide advice on how to make this switch in practice. You can find the video on the Telecommunication Academy's YouTube channel, together with many other useful tutorials.

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## The mobile market through the eyes of consumers

CTU conducted a survey followed by a study on consumer preferences and satisfaction when using mobile telecommunication services on retail market in the Czech Republic with focus on services for households. There were 1.500 respondents participating in the survey.

The main findings of the survey include the significant share of virtual operators (MVNOs) among the consumer public (11%), the relatively high popularity of unlimited calls (used by 43% of respondents) and unlimited data (22% of respondents). The survey also shows that customers are loyal to their main provider, with 69% of respondents saying they have used their provider for five years or longer. The ratio between price and quality is perceived as acceptable by 45% of respondents, 20% consider the prices rather favourable in relation to the quality and 16% consider them very favourable. The survey also focused on the use of mobile apps. Consumers use WhatsApp the most (68% of respondents). By comparison, 79% of respondents use SMS services. Mobile navigation is used by 53% of respondents.

The complete study is published [on the CTU website](#). We also issued a press release about the survey, summarising the main findings. You will find it [here](#).

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## Beware of charging for the 1188 phone number

**A relatively specific problem with which subscribers have contacted CTU is the issue of being charged for the information service provided on the telephone number [1188](#) operated by Conectart a.s. This is the number through which information and assistance services are offered.**

It should be stressed that this is not the provision of an electronic communications service within the meaning of the statutory definition, but rather the provision of content services, i.e. offering relevant information, contacts, etc.

Related to the above is the charging for calling the number in question. The calls are charged at a higher rate than regular calls. The specific amount is specified in the price list of individual providers of electronic communications services, including the method of charging the price. In Vodafone it is currently CZK 42.90, in O2 CZK 40 and in T-Mobile CZK 33.90, all per minute of call including VAT.

In order for customers to avoid disproportionately high bill for this service, CTU recommends caution when using this service, and in particular emphasises that if a customer allows the operator of the number to put you through to the requested telephone number, the call to that number is charged at the price of a call to the 1188 number, not at the customer's normal tariff.

As already mentioned above, the above-described service is not an electronic communications service, so any claim for the billing of the price for this service must be raised directly with the operator of the 1188 number, not with the individual operators who only make it possible to use this service through their networks. Details on how to raise a claim can be found in the [Terms and Conditions](#) of the 1188 number. The resolution of disputes concerning the billing of prices for a service is therefore not within the scope of CTU's powers and responsibilities; the general courts have jurisdiction over this matter.

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## A selection of planned items on the agenda of the CTU Council meeting

### Information on the development and handling of submissions regarding disputes over a payment for the year 2023

The Council will be presented with an analysis of the results and practice in the area of resolution of disputes about a payment for the year 2023, with a focus on the evaluation of procedural acts and the interconnection with other areas of administrative work.

### Spoofing - preparation of a regulatory measure

The Council will be informed about the evaluation of the workshop on the issue of spoofing and will be presented with a proposal for further actions to mitigate the negative impact of this practice.

### Draft CTU activity plan for 2024

A plan of the CTU's activities for the first half of 2024 will be submitted to the Council for approval, setting out the main tasks of the Office as well as specific sub-tasks with an implementation deadline in that period.

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

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## Checked by CTU in October...

...compliance with terms and 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 bands 2.4 GHz to 71 GHz

CTU completed 10 inspections in October. Defects were identified in 9 cases, consisting mainly in the use of indoor frequencies outside a building, and 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 authorisation](#)

Based on radio monitoring, CTU carried out a total of 19 inspections focused on the use of frequencies without authorisation (including frequencies for the use of which an individual authorisation cannot be issued). In 16 cases, the use of frequencies without authorisation was detected, mainly by the operation of mobile and fixed service devices. The cases were referred to administrative proceedings. In this context, the Office recommends that the holders of individual authorisations should apply to CTU for their renewal in time to avoid further inconveniences and possible sanctions in the case that the authorisation is about to expire.

... [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 October, CTU closed 11 cases of interference to GSM, LTE and 5G public mobile communication networks, 3 cases of interference to radio and satellite signal reception, 2 cases of interference to land mobile service and 3 cases of interference to broadband data transmission stations. The other five interference investigations involved a PCO receiver, a short-range device, an amateur service station, a radio relay link and a metallic telephone line. 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 October, CTU closed a total of 72 cases of TV signal reception interference. The investigation of complaints about poor TV signal reception revealed that in 38 cases the defect was in the viewer's equipment (most often a technical fault of the receiving antenna or lead-in), in 15 cases the interference stopped or did not manifest itself during the investigation, in 5 cases the complainant withdrew the interference complaint during the investigation. In 5 cases, the reception problem was caused by poor signal quality at the reception location. In 9 cases, a source of interference was detected, and in all cases the source of interference was identified as a base station of a mobile operator, see below.

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

As of 31 October 2023, 356 base stations were in pilot operation, and 17,260 stations were in permanent operation. In October, 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 October 2023, 1,812 base stations were in pilot operation, and 6,247 stations were in permanent operation. In October, a 5G/LTE base station was identified as a source of TV signal interference in 9 cases. In all cases, the mobile network operators eliminated the interference at their own cost based on a CTU's decision. In October, CTU sent a letter via data mailbox to 52 municipalities in whose region the pilot operation of 5G base stations was launched, with [information on how to proceed in the case of TV signal reception interference](#) .

319 - the number of decisions issued in October on the matter, of which 1,304 decisions concerned a dispute over payment (payment of the price for services).

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

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## Radio spectrum management

### DIGITAL RADIO BROADCASTING

CTU has launched an electronic auction of frequencies in the 174-230 MHz band for digital radio DAB+. The auction has four phases and is organised using the combinatorial clock auction. Nationwide networks are on the agenda in the first phase. In the second phase, auction blocks for networks covering multiple regions will be auctioned, and the third phase will include blocks for coverage of individual regions. In the final, fourth phase, blocks without any restrictive conditions that were not auctioned in the previous phases will be auctioned.

### REVIEW OF RIGHTS TO USE RADIO FREQUENCIES

In October, in accordance with Section 20 of the Electronic Communications Act, CTU [submitted for public consultation](#) the conclusions of a review of the rights to use radio frequencies in the frequency bands 900 and 1800 MHz, concluding that the current limitation on the number of rights to use these radio frequencies should be maintained to enable not only the continued provision of current electronic communications services, but also the development of new services. Pursuant to Section 20(7) of the Act, CTU secured a valuation of the block allocation of radio frequencies in this frequency band by an expert institute and submitted the expert opinion also for public consultation.

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## What will be the European radio spectrum strategy?

**The 62<sup>nd</sup> meeting of the Radio Spectrum Policy Group (RSPG) was held in Brussels on 25 October. We provide information on the opinions adopted and the proposals received for public consultation.**

For the area of satellite communications and their terrestrial components designed to provide connectivity for passengers on board aircraft, a draft RSPG Opinion on the assessment of different possible scenarios for the use of the frequency bands 1980-2010 MHz and 2170-2200 MHz by mobile - satellite- services after 2027 has been adopted for consultation, focusing on options for the future use of this EU harmonised frequency band for mobile - satellite services.

Regarding the vision for 5G and 6G networks, the RSPG Opinion "on the development of 6G and possible implications for spectrum needs and guidance on the rollout of future wireless broadband networks" was adopted, with insights from current developments on 5G and the formulation of building blocks for future mobile networks.

The draft RSPG Work Programme for 2024-2025 provides an opportunity to learn in advance about the strategic themes that the RSPG will address in the next two-year cycle. As with previous documents marked as draft, you can participate in the public consultation on the RSPG website [Consultations \(europa.eu\)](https://consultations.europa.eu).

The European Commission has also announced the preparation of a comprehensive EU radio spectrum strategy, which it intends to implement by updating the Radio Spectrum Policy Programme. Its adoption is expected at the beginning of the term of the newly elected Commission.

The meeting also adopted the RSPG Opinion "Strategy on the future use of the frequency band 470-694 MHz beyond 2030 in the EU" formulating potential options for the use of this band beyond 2030.

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## Decision of CTU on verification of the request for reimbursement of the net costs of providing universal services for the year 2022

On 3 November 2023, CTU issued a decision on verification of the request for reimbursement of the net costs of providing universal services representing an unfair financial burden for the year 2022, which Česká pošta, s.p. submitted to CTU on 29 August 2023. In its application, Česká pošta, s.p. quantified the net costs in total amount of CZK 1,831,014,503. On the basis of the verification of the supporting documents, CTU adjusted the total net costs by CZK 11,045,989 and set them at CZK 1,819,968,514. The net costs of the post office network were determined by CTU in the amount of CZK 1,382,529,377, the net costs of the delivery network in the amount of CZK 331,640,077, and the net costs of the supporting processes induced by the obligation to provide universal services were determined in the amount of CZK 28,547,683.

The intangible and market advantages that arise in connection with the advantage of higher revenues that can be brought about by holding a postal licence, the advantages resulting from the exclusive right of the postal licence holder to put postage stamps and fee stamps into circulation and the advantages of additional advertising opportunities on the elements of the network that the postal licence holder is obliged to operate were determined by CTU to amount in total CZK 73,952,093. At the same time, the effect of the VAT exemption of universal postal services in the amount of CZK -97,794,580 was taken into account. CTU set the cost of capital at CZK 53,408,889.

On the basis of this decision, compensation in the amount of CZK 750,000,000 will be paid to Česká pošta, s.p. According to the Postal Services Act, net costs exceeding CZK 1,500,000,000 are not considered an unreasonable burden. At the same time, account should be taken of the preliminary net costs paid for the period in question, which were paid to Česká pošta, s.p. in August 2022 in the amount of CZK 750,000,000.

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## Market analyses

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

At its meeting on 31 October 2023, the CTU Council approved the issuance of decision [No. SMP/1/10.2023-5](#) to designate CETIN a.s. as an undertaking with significant market power on relevant market No. 1 "Wholesale local access provided at a fixed location" and, at the same time, decision [No. SMP/3b/10.2023-6](#) to withdraw the designation of CETIN a.s. as an undertaking with significant market

power in relevant market No. 3b “Wholesale central access provided at a fixed location for mass-market products.” Both decisions in question entered into force on 2 November 2023.

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## Price regulation

### METHODOLOGY FOR SETTING PRICES FOR ACCESS TO FIBRE INFRASTRUCTURE

On 2 November 2023, CTU published on its [website](#) a model for setting wholesale prices for access to optical fibre infrastructure, including an accompanying [methodology](#). The aim of these documents is to specify in more detail the procedure for calculating prices associated with the use of the optical fibre access network in the infrastructure sharing mode at the wholesale level and to enable the use of the methodology as a guide in potential commercial negotiations on the terms of contracts for access to the optical fibre infrastructure between its owner and a potential tenant. The draft methodology and model were [consulted](#) with the professional public during July and August 2023, as CTU also reported in its [Monitoring Report 7/2023](#).

### INTRODUCTION OF SINGLE EUROPEAN TERMINATION RATES IN MOLDOVA

From 1 January 2024, a decision of the Moldovan National Regulatory Authority ("ANRCETI") will enter into force, setting single maximum termination rates for fixed and mobile voice calls at the level of the rates regulated by the Commission Delegated Regulation [No. 2021/654](#) of 18 December 2020, which introduced, with effect from 1 July 2021, a single maximum Union-wide mobile voice termination rate and a single maximum Union-wide fixed voice termination rate (MTR and FTR) in accordance with Article 75 of the [European Electronic Communications Code](#). According to the decision of the Moldovan National Regulatory Authority, the maximum termination rates for voice calls will also apply to calls made from numbers in the national numbering plans of European Union countries.

Thus, in accordance with Article 1(4)(a) of the above-mentioned Regulation, starting from January 2024, Czech operators should also apply to their Moldovan counterparts, when terminating a call originating from numbers of the Moldovan national numbering plan, the maximum termination rates set out in the Regulation, i.e. EUR 0.2 cent per minute for terminating a voice call on a mobile network and EUR 0.07 cent per minute for terminating a voice call on a fixed network. After conversion at the average of the reference exchange rates published by the European Central Bank in the Official Journal of the EU on 1 September 2023, 1 October 2023 and 1 November 2023 (CZK 24.323 per EUR), the maximum mobile voice termination rate is CZK 0.04864 excluding VAT per minute and the maximum fixed voice termination rate is CZK 0.01702 excluding VAT per minute.

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## Universal service: Decision on the compensation for the loss on the provision of special prices for the year 2022

On 16 October 2023, CTU issued a decision on compensation for the loss on the provision of special prices for the year 2022 in the amount of CZK 51,898,511.49. O2 submitted a request for the compensation for the loss in the amount of CZK 51,898,511.49 on 24 July 2023. CTU checked whether the submitted calculation complies with the Government Order No. 500/2021 Coll., as amended, and whether the loss resulted only from the provision of discounts to disabled individuals, as defined in the Electronic Communications Act. The compensation for loss on the provision of special prices will be paid from the state budget through CTU.

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## Amendment to the Measure of General Nature laying down a methodology for purpose-based classification of cost and revenues and their allocation, and designating structure of the reported information

In Telecommunication Bulletin [No. 6/2023](#) CTU published Measure of General Nature No. [OOP/4/11.2023-7](#) amending Measure of General Nature No. OOP/4/09.2014-6 laying down a methodology for purpose-based classification of cost and revenues and their allocation, and designating structure of the reported information. In this measure, CTU updates the value of the WACC indicator. The new WACC for a designated undertaking providing electronic communications networks or providing a publicly available electronic communications service is 5.72%, and for an access service on next generation access networks provided by a designated undertaking it is 8.70%. The measure shall come into effect on 1 January 2024.

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## Telecommunications regulation in the EU

Official Journal of the EU

On 4 October, [COMMISSION IMPLEMENTING DECISION \(EU\) 2023/2392](#) of 3 October 2023 amending Implementing Decision (EU) 2022/2191 as regards harmonised standards for international mobile telecommunications cellular network equipment, transmitting equipment for digital audio broadcasting and digital radio mondiale services, very high frequency maritime survivor locating devices, and satellite earth stations and systems was published. This Decision entered into force on the day of its publication in the Official Journal of the European Union. Point (1) of the Annex shall apply from 4 April 2025.

On 27 October, [COMMISSION DELEGATED REGULATION \(EU\) 2023/2444](#) of 20 July 2023 amending Delegated Regulation (EU) 2022/30 as regards the date of application of the essential requirements for radio equipment and correcting that Regulation was published. This Regulation entered into force on the day of its publication in the Official Journal of the European Union and is binding in its entirety and directly applicable in all Member States.

On 30 October, [COMMISSION REGULATION \(EU\) 2023/2431](#) of 24 October 2023 amending Regulation (EU) No 1089/2010 implementing Directive 2007/2/EC of the European Parliament and of the Council as regards interoperability of spatial data sets and services was published. This Regulation shall enter into force on the twentieth day following that of its publication in the Official Journal of the European Union and shall be binding in its entirety and directly applicable in all Member States.

On 30 October, [COMMISSION DELEGATED REGULATION \(EU\) 2023/2450](#) of 25 July 2023 supplementing Directive (EU) 2022/2557 of the European Parliament and of the Council by establishing a list of essential services was published. This Regulation shall enter into force on the twentieth day following that of its publication in the Official Journal of the European Union, shall be binding in its entirety and directly applicable in all Member States.

### European Commission

On 9 October, the European Commission published a [template](#) for compliance report under the [Digital Markets Act](#). The compliance reports must include in a detailed and transparent manner all relevant information needed by the Commission to assess the effective compliance of designated gatekeepers

with the DMA. They must cover all core platform services listed in the relevant designation decision. Designated gatekeepers will need to submit compliance reports within six months from designation and update them at least once per year. [The gatekeepers designated on 6 September 2023](#) will need to submit the first reports **by 7 March 2024**. The Commission will then publish a non-confidential summary of each compliance report.

On 20 October, the European Commission adopted a [Delegated Regulation](#) on independent audits with the aim to assess compliance of very large online platforms and very large online search engines with the [Digital Services Act](#). According to the Digital Services Act, the independent auditors shall assess, at least once a year, whether very large online platforms and very large online search engines meet all their obligations under the Digital Services Act. Audit reports shall contain a clear opinion on the compliance of audited entity with the Digital Services Act.

## BEREC

On 26 October, BEREC organised an [online workshop](#) on the perspectives and regulatory/competition challenges of Internet of Things (IoT). The workshop took place in the form of round tables, where IoT solutions were presented, the second part was dedicated to IoT providers. In 2024, BEREC will reassess the evolution of the sector, including issues related to IoT services, and deliver new proposals for the EC evaluation of the Code in 2025.

## ERGP

On 25 October, ERGP published a [press release](#) and expressed its solidarity to Nova Posta of Ukraine with regards to the shelling of a Nova Posta postal installation in the region of Kharkiv. ERGP has long encouraged EU postal operators to assist Ukrainian operators in their effort to ease parcel delivery and postal communications with the people in Ukraine.