



Telegraphically

Lectures for the elderly and young people

What do the regular lectures within the [Telecommunication Academy](#), which help you better navigate the complex world of telecommunications, look like? You can see this in two new videos prepared by the lecturers of this project of the Czech Telecommunication Office. The lectures are tailor-made by CTU employees for both the [elderly](#) and [young](#) audience.

Experience with the P2B Regulation

On 22 May, a workshop will be held at CTU premises focusing on CTU's supervisory experience in applying EU Regulation [No. 2019/1150](#) (the so-called P2B Regulation). There will also be latest news from the European area and information on the re-implementation of the Regulation through the draft Digital Economy Act. Time will also be devoted to the relationship between the P2B Regulation and the Digital Services Act (DSA).

CTU Annual Report

CTU has published its [2023 Annual Report](#), summarising its activities in the previous year and providing a basic description of the market situation. The total volume of mobile data transferred in 2023 reached almost 1.35 thousand PB, and its year-on-year growth can be estimated at 43%. The average monthly data usage per data SIM card is estimated at 9.8 GB - up from 7 GB in the previous year.

To improve the signal on trains, both extended coverage and technical solutions in the coaches are needed

To ensure quality and, as far as possible, uninterrupted passenger access to voice and data services via mobile phone inside railway coaches, it is necessary both to increase the availability of mobile signal on railway corridors and to minimise signal attenuation in railway coaches.

While increasing the availability of mobile signal on railway corridors is addressed by the subsidy call "Coverage of Increased 5G Signal Levels in Selected Railway Corridors", implemented by the Ministry of Industry and Trade, the availability of mobile signal inside the railway coach at a similar level and quality as outside the coach is addressed by the subsidy call under the National Recovery Plan implemented by CTU - "Technical Devices for 5G in Railway Coaches."

This call was announced by CTU on 30 April 2024. The date of publication of the call for proposals is also the date of the start of receipt of applications for subsidies, while the receipt of applications will end on 31 August 2024. All subsidised projects must be implemented by the end of 2025. The allocation of the call is CZK 300 million excluding VAT. Additional information on the forthcoming call, including its full text and all its annexes, is published [here](#).

UPDATE OF REGULATED ROAMING PRICES AND INTERNATIONAL CALL PRICES

Updating prices for calls and SMS to EEA countries

On the basis of the [Gigabit Infrastructure Act](#), the maximum prices for international calls and SMS to countries in the European Economic Area, which were previously regulated by the amended [Regulation \(EU\) 2015/2120 of the European Parliament and of the Council](#), were recalculated as of 15 May 2024. The update of the maximum prices represents an increase in prices after conversion from EUR to CZK, reflecting the 5.15% decline of the Czech crown (CZK) against the euro in the first quarter of 2024 compared to the same period last year. From that date, the operators concerned must not charge a unit price higher than CZK 4.7648 excluding VAT (EUR 0.19) per minute for calls from the Czech Republic to the countries of the European Union, Liechtenstein, Norway and Iceland), i.e. CZK 5.7655 including VAT, and a price higher than CZK 1.5047 excluding VAT (EUR 0.06), i.e. CZK 1.8206 including VAT, for sending one SMS. The maximum prices for calls and SMS sent to those countries are converted each year from the price caps set in euro according to the average of the reference exchange rates published on 15 January, 15 February and 15 March of the relevant year by the European Central Bank in Official Journal of the European Union.

Regulated roaming prices update as of 15 May 2024

In line with the EU Roaming Regulation [No. 2022/612](#), the conversion of maximum wholesale roaming prices in EU countries from EUR to CZK has been updated as of 15 May 2024. After conversion at the average of the reference exchange rates published by the European Central Bank (ECB) on 15 January, 15 February and 15 March 2024 (at CZK 25.078 per EUR), these price caps are CZK 0.5517 per call minute, CZK 0.1003 per SMS sent and CZK 38,8714 per 1 GB of data as of 15 May 2024 (all prices are quoted exclusive of VAT).

Where the change affects customers

The set maximum wholesale price for data has an impact on the limits that are exceptionally applied in retail offers under the roaming fair usage policy. Offers where the price of data will be less than CZK 38.8714 per 1 GB after 15 May 2024 will be eligible for a data roaming limit.

Examples of data limits

The data roaming limit to be applied under the previous paragraph shall be calculated according to the following formula: $((\text{retail price of the full tariff excluding VAT} / \text{wholesale cap} - \text{i.e. CZK } 38.8714) \times 2)$. For example, if the 20 GB tariff costs CZK 300 excluding VAT, the roaming data limit within the EU will be 15.4355 GB $(300 / 38.8714 * 2)$. For an unlimited data tariff for the price of CZK 800, the data limit would be 41.161 GB.

Checked by CTU in April...

... 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 2,4 GHz – 71 GHz band

In April, CTU completed 8 inspections in which deficiencies were found in 4 cases, consisting mainly in the use of indoor frequencies outside a building and interference to meteorological radar, which in most cases 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 24 inspections focused on the use of frequencies without authorisation (including frequencies for the use of which an individual authorisation cannot be issued). In 21 cases, the use of frequencies without authorisation was detected, mainly by the operation of land mobile service stations and radio relay links. 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 April, CTU closed 10 cases of interference to GSM, LTE and 5G public mobile communication networks, 6 cases of interference to radio and satellite signal reception, one case of interference to meteorological radar, 2 cases of interference to short-range devices, and one case of interference to an amateur service radio station. 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 April, CTU closed a total of 77 cases of TV signal reception interference. The investigation of complaints about poor TV signal reception revealed that in 37 cases the defect was in the viewer's equipment (most often a technical fault of the receiving antenna or lead-in). In 10 cases the interference stopped or did not manifest itself during the investigation, and in 6 cases the complainant cancelled the interference complaint during the investigation. In 2 cases, the reception problem was caused by poor signal quality at the reception location. In 22 cases, a source of interference was detected, and in 21 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 30 April 2024, 482 base stations were in pilot operation, and 17,412 stations were in permanent operation. In April, an LTE base station was identified as a source of TV signal interference in one case.

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

As of 30 April 2024, 2,447 base stations were in pilot operation, and 8,054 stations were in permanent operation. In April, a 5G/LTE base station was identified as a source of TV signal reception interference in 20 cases. In all cases, the mobile network operators eliminated the interference at their own cost based on CTU's decision. In April, CTU sent a letter via data mailbox to 10 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.

[... security, credibility, integrity, and resilience of public networks](#)

On 16 and 17 April 2024, CTU personnel carried out an inspection of Quantcom a.s., which focused on the security, credibility, integrity, and resilience of public electronic communications networks according to [Section 88](#) and [Section 99](#) of Act No. 127/2005 Coll. on Electronic Communications 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.

1,413 - the number of decisions issued in April on the matter, of which 1,403 decisions concerned a dispute over pecuniary consideration (payment of the price for services).

1,391 – the number of administrative proceedings initiated in April concerning subscriber disputes between the person carrying out the communication activity and the subscriber. These are the disputes over pecuniary consideration and objections to a claim settlement about the billing of the price or the provided publicly available electronic communications service.

A unilateral change to the tariff by the operator must be notified in a clear and comprehensible manner

In connection with changes to selected tariffs, which are already underway or are scheduled to take place in the near future, for example by Vodafone Czech Republic a.s. or O2 Czech Republic a.s., CTU would like to remind you of the legal rules that individual providers are obliged to comply with if they unilaterally change their contract terms and conditions.

The operator has the right to make this change if it has been so agreed and if it has informed the subscriber in a clear and comprehensible manner in text form of any and all changes to the terms and conditions of the contract at least 1 month before the change takes effect and has also informed the subscriber of their right to terminate the contract without incurring any additional costs if they do not agree with the new terms and conditions.

Although the law requires the provision of information about the change in a clear and comprehensible text form, it does not provide further details on how to comply with this requirement. Through its interpretation practice, CTU has long been calling for information about the announced change to be presented by operators in a way that is clearly noticeable to consumers. What is desirable is a graphical presentation of the information that leaves customers in no doubt that they are being communicated an essential message that requires their attention.

In addition to the form of the notice itself, its content is equally important. Customers should be given clear information about what specific service will be changed by the operator and what new conditions will apply to them. So if an existing tariff is changing, customers should have full information about the date of the change, the terms of the new tariff and the price that will be charged for the newly activated service.

This information should be provided in such a way that customers can get familiar with all the essential conditions from the notification received, so it is not acceptable, for example, to send a mere link to the operator's website or to provide a vague communication from which it is not possible to know the specific conditions of the forthcoming change.

Provision of this information is necessary to enable customers to consider whether they wish to remain in a contractual relationship with the operator under the new terms and conditions or to terminate their contract free of charge.

According to the current legislation, the subscriber has the right to terminate the contract without any costs if the proposed changes are not exclusively beneficial to the subscriber, if they are not of a purely administrative nature and with neutral effects, or if the contract has not been amended on the basis of a change in legislation or in the case of a change in the contract on the basis of a decision of the Office.

Therefore, subscribers need not worry that they will face financial penalties for terminating the contract if they do not agree to the change. However, they may be charged for the subsidised terminal equipment device if they keep it. 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. CTU explained in more detail the calculation of this reimbursement, including a case study, in [Monitoring Report 10/2022](#).

If customers have any doubts as to whether the conditions described above have been met by their operator, or if they have any questions regarding changes to their existing contract, they can of course contact CTU with suggestions or questions.

It is quite understandable that not all changes to contract terms and conditions will be perceived favourably by customers, especially if services become more expensive. However, if the operator complies with all legal requirements, CTU is not entitled to influence in any way the way such a change is made to accommodate the personal preferences of individual customers. This is all the more true since the statutory provision regulating the rules for unilateral change of a contract is based on the so-called European Electronic Communications Code and, specifically on this point, the Member States cannot deviate from the regulation in any way or modify it in the sense of adopting stricter or, on the contrary, more lenient rules.

THE EUROPEAN COMMISSION AND THE DIGITAL SERVICES ACT

Infringement procedure

On 24 April, the European Commission opened an infringement procedure by sending letters of formal notice to Cyprus (INFR(2024)2016), the Czech Republic (INFR(2024)2039), Estonia (INFR(2024)2040), Poland (INFR(2024)2041), Portugal (INFR(2024)2038) and Slovakia (INFR(2024)2042), because these Member States have not yet properly designated their [Digital Services Coordinators](#) under the [Digital Services Act](#) or because this designation has not been accompanied by sufficient powers of empowerment. Member States had until 17 February 2024 to do so. The Czech [draft Digital Economy Act](#) produced by the Ministry of Industry and Trade has not yet been included in the government meeting agenda.

Shein becoming a very large online platform

On 26 April, the European Commission formally designated the Shein platform as a Very Large Online Platform (VLOP) under the [Digital Services Act](#). The Shein platform must comply with the most stringent rules under the Digital Services Act within four months of notification (i.e. by the end of August 2024), namely the obligation to take specific measures to empower and protect online users, including minors, and to properly assess and mitigate any systemic risks arising from their services. From 17 February 2024, all online platforms must comply with the [general obligations](#) under the Digital Services Act.

Tools for whistleblowers

On 30 April, the European Commission launched the [DSA whistleblower Tool](#) and [DMA Whistleblower Tool](#). These two tools will make it possible to identify and detect harmful practices of very large online platforms or search engines listed in the [Digital Services Act](#) or any breach of the obligations of gatekeepers under the [Digital Markets Act](#).

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

Summary report on the fulfilment of obligations imposed on postal licence holders

A report on the fulfilment of the obligations of Česká pošta, s.p., as the holder of the postal licence, which summarizes the results of its activities and the findings of the Office related to the fulfilment of the postal obligation for the year 2023, will be submitted to the Council for approval.

Report on the results of monitoring of the implementation of Regulation (EU) 2015/2120 for the period from 1 May 2023 to 30 April 2024

The Council will be informed of the Office's activities resulting from the obligations in compliance with the rules for equal and non-discriminatory treatment of traffic when providing Internet access services and ensuring the related rights of the end users.

Information on readiness for the role of National Digital Services Coordinator and the state of the legislative process

Status of organisational processes, including the ongoing fulfilment of technical and staffing needs. Focus on the Office's information activities and European coordination.

Information on securing the certification process and the form template (DSA)

In preparation for the coordinator's role, drafting templates for the relevant forms for certification of out-of-court dispute settlement bodies, granting the status of trusted flagger, or granting status of vetted researcher.

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

RADIO SPECTRUM MANAGEMENT

MOBILE NETWORKS

After incorporating the results of the [public consultation](#), CTU published the [results of the review](#) and [evaluation of the block allocations](#) of radio frequencies in the 900 and 1800 MHz bands. Due to the approaching expiry of the radio frequency block allocations of O2 Czech Republic a.s. and T-Mobile Czech Republic a.s. for mobile communications networks, the Office expects to issue new block allocations in 2024.

GENERAL AUTHORISATIONS

CTU has published for public consultation [a draft amendment to General Authorisation No. VO-R/23/XX.2024-Y](#) for the use of radio frequencies and for operation of devices of fixed service in the 71–76 GHz and 81–86 GHz frequency bands. The subject of the amendment is the modification of the terms of the notification obligation. Comments can be submitted to CTU until 6 June 2024.

Radio spectrum management working group meeting held in Tbilisi

On 14 and 15 May 2024, a meeting of the Spectrum Expert Working Group (SEWG) of the Eastern Partnership Regulatory Authorities (EaPeReg) was held in Tbilisi. A number of important topics were discussed during the meeting, including the outcomes of WRC-23 conference and the upcoming WRC-27 study period, the development of 5G networks, countries' experiences with mobile networks and auctions, cross-border radio frequency coordination, telecommunications network mapping, Europe's progress in ensuring the security of telecommunications networks, and other topics. The CTU representative presented innovative concepts of radio spectrum sharing in the 26 GHz and 4 GHz bands, the national process of 2G/GSM phase-out with retention of e-Call and other services, and also explained to the participants some details of health protection from electromagnetic radiation in the context of 5G bands, millimetre waves and related technologies.

New leadership of the European Telecommunications Standards Institute (ETSI)

The European Telecommunications Standards Institute (ETSI) has [new leadership](#). On 16 May, at the 83rd General Assembly, which was also attended by CTU, Jan Ellsberger was elected as the new Director-General. The Director-General is the chief executive officer of the organisation and serves a five-year term. Major decisions in ETSI are taken by the General Assembly or ETSI Committee, and the previous 82nd General Assembly also appointed a new Committee headed by Chairman Markus Mueck.

REGULATION OF ELECTRONIC COMMUNICATIONS SERVICE PROVIDERS

ANTI-SPOOFING MEASURES

CTU issued [General Authorisation No. VO-S/2/04.2024-1](#) as an amendment to General Authorisation No. VO-S/2/07.2005-10. The amendment sets out two new conditions to limit the impact of spoofing.

The first condition, effective from 1 July 2024, will ensure that points designated for connecting calls from abroad to the Czech Republic will analyse how the calling subscriber is identified in the signalling message of a call coming from abroad. The analysis will evaluate whether the subscriber is marked with a certain type of so-called Czech number (with the +420 area code), and if so, the call will not be connected. The condition does not currently apply to mobile numbers that may be in roaming mode, and calls from abroad with such a number may be perfectly legitimate.

The second condition is related to the insertion of information about the calling subscriber into the signalling message and primarily targets calls that originate in the Czech Republic. The amendment establishes rules for the information (telephone number) that an operator may include in a signalling message to identify the calling subscriber. Compliance with the condition should ensure that the marking always contains a real telephone number linked to a specific subscriber or electronic communications service and can be called back. This condition is effective from 1 June 2024.

Telecommunications regulation in the EU

Official Journal of the EU

On 11 April, two implementing regulations for dealing with radio communication failure in air traffic were published. Firstly, in the area of air and operational provisions regarding services and procedures in air navigation that are applicable for general air traffic, where the following regulation was published: [Commission Implementing Regulation \(EU\) 2024/404](#) of 30 January 2024 amending Implementing Regulation (EU) No. 923/2012 as regards the updates of relevant ICAO provisions, the completion of the radio communication failure procedure and removing the supplement to the Annex to that Regulation. Furthermore, in the area of airport operations, [Commission Delegated Regulation \(EU\) 2024/405](#) of 30 January 2024 amending Regulation (EU) No 139/2014 as regards the use of signals in case of radio communication failure. Both Regulations shall enter into force on the twentieth day following that of its publication in the Official Journal of the European Union and shall apply from 1 May 2025.

eCall – On 12 April, [Commission Delegated Regulation \(EU\) 2024/1084](#) of 6 February 2024 amending Delegated Regulation (EU) No 305/2013 supplementing Directive 2010/40/EU of the European Parliament and of the Council with regard to the harmonised provision for an interoperable EU-wide eCall 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. It shall apply to new infrastructures deployed from the date of entry into force of this Regulation. It shall apply from 1 January 2026 as regards infrastructures already deployed at the date of entry into force of this Regulation.

On 19 April, [Commission Delegated Regulation \(EU\) 2024/1180](#) of 14 February 2024 amending Regulation (EU) 2015/758 of the European Parliament and of the Council as regards the standards relating to eCall 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. This is to ensure that in the future the eCall system operates with greater technological neutrality, as today it is tied to the operation of 2G/3G networks or voice communication.

On 8 May, [Regulation \(EU\) 2024/1309](#) of the European Parliament and of the Council of 29 April 2024 on measures to reduce the cost of deploying gigabit electronic communications networks, amending [Regulation \(EU\) 2015/2120](#) and repealing [Directive 2014/61/EU](#) (Gigabit Infrastructure Act) was published in the Official Journal of the EU. In addition to revising the rules on infrastructure for the location of electronic communications networks, it also extends the regulation of international communications within the EU.

BEREC

Starting on 1 April 2024, the [leadership of BEREC Office changed](#) as former Director László Ignéczi reached the end of his maximum term. The Director holds a five-year term of office, which may be extended for an additional five years, but only once. The new Director of the BEREC Office is expected to take up duties from 1 July 2024.

Eastern partnership

On 29-30 April, the CTU co-hosted a meeting of the Roaming Expert Working Group ([REWG](#)) of the Eastern Partnership Regulators for Electronic Communications (EaPeReg) in Prague. In particular, the meeting reported on the state of play of the national consultations on the signing of the Regional Roaming Agreement (RRA), progress in bilateral negotiations on roaming between the EU on the one

hand and Ukraine, Georgia and Moldova on the other. Issues related to the cost models used to calculate termination rates were also presented, as well as examples of EU best practice in the field of wholesale voice call termination services.

EU Calendar

until 30 June 2024	Public consultation of the EC on the White paper „How to master Europe’s digital infrastructure needs?“
22 May 2024	BEREC external workshop about the usage of satellite technologies in mobile communications, BNetzA premises (Mainz, Germany) and online
until 31 May 2024	Future of the postal sector survey
12 June 2024	Public debriefing on the 59th BEREC Plenary meeting, online