



Czech Telecommunication Office

December 2023

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## TELEGRAPHICALLY

### How to make a contract with an operator?

What are the options for concluding a contract with an operator, what precedes it, what are your rights and what to look out for? What must the contract with the operator contain? Is there any difference between concluding a contract in the operator's brick-and-mortar shop, over the phone and on the online shop? We take a look at the different ways of concluding contracts in a [new instructional video](#) produced by the CTU's [Telecommunication Academy](#).

### Slovak colleagues at CTU

In the first week of December, we welcomed Slovak colleagues from the Regulatory Authority for Electronic Communications and Postal Services, headed by the Chairman Ing. Ivan Marták. On the agenda was, among other things, legislation to amend the Postal Services Act and other related topics, the internet on trains and consumer issues.

### Consumer workshop

On 12 December 2023, CTU held a workshop for consumer organisations and their staff who are involved in providing advice, awareness and education to consumers. The workshop focused mainly on current consumer protection issues in the field of telecommunications and postal services, including the topic of marketing calls. See page 7 for more details.

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## World Radiocommunication Conference has ended

The Czech delegation attended the World Radiocommunication Conference 2023 (WRC-23) in Dubai, United Arab Emirates, from 20 November to 15 December 2023, where representatives of countries met to discuss the conditions for the use of the radio spectrum and orbital paths. The result is the [Provisional Final Acts](#) containing an [update of the international treaty Radiocommunication Regulations](#). Among the topics discussed were the designation of IMT bands (5G/6G), modification of conditions for geostationary and non-geostationary satellites, the use of satellite technologies for connectivity in remote areas of the planet, frequencies for scientific programmes, and the revision of the UHF band, for which the Conference confirmed the long-term conditions for terrestrial TV broadcasting. More information is available in our [press release](#).

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## VPortal has a new Fixed Services module. It shows the internet at a fixed location and its speeds

On 1 December 2023, a new version of the [Visualization Portal of telecommunications services](#), the so-called VPortal, was launched. With the new version, the modules have been amended to include the "Fixed Services" module. It links data from electronic data collection and measurements with our NetTest tool in an intuitive and well-organised way. The portal user can thus find out what services are available at their address, on what technologies and with what speed profile. Where NetTest certified measurements have been taken, the results of these measurements of download speed, upload speed and ping are also available. It is also possible to find out more about individual services by clicking the [Comparison Tool](#).

The data on available connections is based on the regular collection of data from undertakings in electronic communications carried out by CTU through the electronic data collection system and corresponds to the status as of a certain date. It is therefore not current, up-to-date data, but rather static data reflecting the state of coverage as of 31 December of the previous year listed in the information panel. Information on available connections comes from the undertakings that provide the connections/infrastructure, although these entities are not necessarily the same as retail internet access service providers.

A new "Information on click" panel has also been added to all modules, located on the right side of the map, allowing you to view information for a given address point or other area.

In addition, for all modules, when selecting a specific address point in the "Information on click" panel in the "Address points" tab, there is a link to the CTU comparison tool, which in the case of the Fixed Services and Television Services module takes you directly to the comparison tool page with the pre-filled address of the address point displayed on the VPortal map.

### VPortal

[Visualization Portal of telecommunications services](#), the so-called VPortal, is a comprehensive visualization tool that serves users to compare the quality of telecommunications services in the Czech Republic. The portal is divided into individual modules according to the type of services. Currently, VPortal offers five modules - Mobile Services, Fixed Services, Radio Services, Television Services and Development Criteria. Recently, CTU presented an [instructional video](#) that shows how to work with the most frequently used modules and presents all the information that can be found on VPortal, how to display it and how to work with the portal, for example, if the user wants to check the coverage in a holiday destination or has a problem with TV signal reception.

### NetTest

CTU's [NetTest](#) tool operated by CTU allows users to obtain information about the current quality of service (including upload, download and ping parameters) of their internet connection. If the internet access service is offered within the territory of the Czech Republic, there is an option for the user to perform a certified measurement. In this way, indicative findings on the quality of the internet access service can be obtained.

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## Internships at CTU included an exchange of experience with foreign experts

**In November 2023, CTU organised two rounds of internships for experts from regulatory authorities from partner countries outside the EU. In doing so, CTU fulfilled the pledge made by the Czech Republic at the last Executive Assembly of the Development Sector of the International Telecommunication Union (ITU-D) - World Telecommunication Development Conference (WTDC-22) held in June 2022 in Kigali, Rwanda.**

The "Partner2Connect" (P2C) initiative is currently embodied in a portal on the [ITU](#) website, where an overview of all pledges can be viewed. A total of 842 pledges were made, worth \$36.78 billion, both by national administrations of ITU member countries and by private companies. The Czech Republic is represented in the P2C project by CTU.

The internships focused on Radio Spectrum Monitoring and consumer empowerment tools and were designed for experts from regulatory authorities.

The first round was attended by colleagues from Georgia (COMCOM) and Moldova (ANRCETI). These countries are now very active in negotiating the terms of their approximation to the European Union and their regulators have recently applied for BEREC membership, among other things. CTU has been working with them for a long time, not only bilaterally, but especially within the Eastern Partnership Regulators for Electronic Communication (EaPeReg). Experts from the regulatory authorities of Montenegro (EKIP) and Albania (AKEP) participated in the second round. These two authorities use monitoring tools very similar to those of CTU, which has enabled a mutual exchange of specific experiences.

The internships were designed as one-week blocks, during which the participants could become more familiar with the functioning of CTU, both in general and specifically in the area of frequency spectrum management and monitoring. One day was devoted to the tools operated by CTU, which also serve end users to check the quality and availability of electronic communications networks and services. The interns spent another day at the stationary monitoring station in Tehov and one day in the field searching for specific signals.

All participants said the internships were very beneficial. In addition to working with professional measurement tools, the colleagues were also very interested in tools operated by CTU itself, in particular VPortal and NetTest.

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## Checked by CTU in November...

...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

CTU completed 16 inspections in November. Defects were identified in 11 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.

... 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 November, CTU closed 6 cases of interference to GSM, LTE and 5G public mobile communication networks, 6 cases of interference to radio and satellite reception, 1 case of interference to the base station of the integrated rescue system and 2 cases of interference to meteorological radar. The other 9 interference investigations involved short-range devices, amateur service stations, radio relay links and WiFi stations. 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 November, CTU closed a total of 87 cases of TV signal reception interference. The investigation of complaints about poor TV signal reception revealed that in 32 cases the defect was in the viewer's equipment (most often a technical fault of the receiving antenna or lead-in). In 9 cases the interference stopped or did not manifest itself during the investigation, and in 10 cases the complainant cancelled the interference complaint during the investigation. In 12 cases, the reception problem was caused by a poor quality signal at the reception location and in one case the investigation revealed a fault in the local transmitter. In 23 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.

... the use of radio frequencies without authorisation

Based on radio monitoring, CTU carried out a total of 21 inspections focused on the use of frequencies without authorisation (including frequencies for the use of which an individual authorisation cannot be issued). In 18 cases, the use of frequencies without authorisation was detected, mainly by the operation of broadband data transmission devices (RLAN) and radio relay links. The cases were referred to administrative proceedings.

... compliance with the conditions of an individual authorisation for the use of radio frequencies

2 inspections were carried out. In one case, non-compliance with the technical parameters of the VHF-FM radio transmitter was detected.

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

As of 30 November 2023, 463 base stations were in pilot operation, and 17,240 stations were in permanent operation. In November, 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 November 2023, 2,009 base stations were in pilot operation, and 6,650 stations were in permanent operation. In November, a 5G/LTE base station was identified as a source of TV signal interference in 23 cases. In all cases, the mobile network operators eliminated the interference at their own cost based on a CTU's decision. In November, CTU sent a letter via data mailbox to 43 municipalities in whose region the pilot operation of 5G base stations was launched, [with information](#) on how to proceed in the event of TV reception interference.

1,608 - the number of decisions issued in November on the matter, of which 1,599 decisions concerned a dispute over payment (payment of the price for services).

1,575 – the number of administrative proceedings initiated in November 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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## Fraudulent text messages (SMS) impersonate parcel carriers and operators

**For many people, the pre-Christmas season is characterised by not only a festive atmosphere, but also a hectic period associated with an increased shopping. This is exploited by scammers who, especially in the online world, try to exploit in sophisticated ways the trust or lack of attention of people who may then lose a significant portion of their savings. The sending of fraudulent text (SMS) messages by which attackers try to obtain sensitive data of recipients, for example, personal data that can be misused or access data to internet banking, has become more widespread. Fraud is also present in the area of parcel transport or electronic communications.**

This fraudulent practice, called smishing, takes advantage of, among other things, the increase in online purchases and the associated delivery of ordered goods. Fraudsters are able to imitate the telephone contact of a bank, a transport company or an electronic communications service provider in a relatively credible way. Very often these SMS messages also contain links to websites that may contain malicious viruses.

Moreover, the perpetrators use rather insidious practices to weaken the caution of the recipients of these messages. They deliberately try to give these people the impression of a dangerous or distressing situation, which they also offer to resolve in a "simple" way, for example, on the condition that they quickly send their internet banking access data, bank card details or email password.

Fraudulent SMS messages also occur in the area of provision of electronic communications services. In this way, people are offered extremely good deals or are informed that their SIM card will expire. The goal is the same - to obtain and misuse access passwords to the operator's self-service or bank card data.

All three major operators have already responded to the situation, informing their customers on their websites (O2 [here](#), Vodafone [here](#), T-Mobile [here](#)) how to identify these fraudulent SMS messages. All three operators have also introduced contact telephone numbers where customers can forward suspicious SMS messages, the content of which and the telephone numbers from which they were sent will be further investigated by the operators. Vodafone and T-Mobile customers can call 7726, O2 customers can call 720 002 002.

The Police of the Czech Republic has also been educating on this issue for a long time; on their website you can find [preventive information](#) on how to protect yourself from these scams. The Czech Banking Association has even created an interactive educational Cyber Test ([Kybertest](#)) in cooperation with specialised partners, where people can use model cases to test (and expand) their knowledge of how to defend themselves against various cyber attacks.

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## REGULATION OF ELECTRONIC COMMUNICATIONS SERVICE PROVIDERS

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

On 20 November 2023, the public consultation on the [draft decision](#) on the imposition of obligations on an undertaking with significant market power on the basis of analysis of relevant market No. 1 – “Wholesale local access provided at a fixed location” and on the [draft decision](#) on withdrawal of obligations of an undertaking with significant market power on the basis of results of analysis of relevant market No. 3b – “Wholesale central access provided at a fixed location for mass-market products” was closed. During the [public consultation](#) on the draft decision on market No. 3b, one stakeholder submitted comments; the [table with settlement](#) of comments is available on CTU's website. In this context, CTU confirmed that in 2024 it will assess the impact of the merger of CETIN, a.s. and Nej.cz s.r.o. on the level of competition.

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## UNIVERSAL SERVICE

### Monitoring of services not imposed as a universal service obligation

On 7 December 2023, CTU published the “[Overview of the provision of services corresponding to non-imposed partial services as part of the universal service during 2022 and the first half of 2023](#)”.

Regular monitoring has shown that it is no longer necessary to impose the partial services listed in [Section 38\(2\)\(a\), \(b\) and \(d\)](#) of the Electronic Communications Act as an obligation as part of the universal service, as they are sufficiently provided on a commercial basis and there have been no changes that would render these services unavailable. In the relevant period, these services were provided in sufficient quality, were affordable and met the reasonable needs of consumers throughout the Czech Republic in accordance with the requirements laid down for the provision of universal service.

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## ECONOMIC REGULATION

### Update of the value of the WACC indicator for the purpose of determining a reasonable profit in the net cost of providing universal services

On 29 November 2023, CTU launched a [public consultation](#) on its proposal to update the weighted average cost of capital (WACC) in the postal sector. WACC is one of the inputs for determining the entitlement to a reasonable profit in the calculation of net costs. The values will be valid for a postal licence granted for the period from 2025. Comments on the proposal can be submitted by 29 December 2023.

### Update of termination prices as of 1 January 2024

Based on the Commission Delegated Regulation (EU) [2021/654](#) introducing regulation of maximum termination rates for mobile and fixed voice calls (MTR and FTR) with effect from 1 July 2021 in accordance with Article 75 of the European Electronic Communications Code, the maximum prices for these services will be adjusted as of 1 January 2024.

Operators operating in the Czech Republic can charge a maximum of CZK 0.04864 per minute excluding VAT (0.2 euro cents per minute) for terminating a voice call on a mobile network in 2024, relative to CZK 0.09811 per minute excluding VAT (0.04 euro cents per minute) in 2023.

From 1 January 2024, operators operating in the Czech Republic will be able to charge a maximum rate of CZK 0.01702 per minute excluding VAT (0.07 euro cents per minute) for terminating a voice call on a fixed network, relative to CZK 0.01717 per minute excluding VAT in 2023. The year-on-year change in the maximum price for terminating a call on a fixed network is only due to a new conversion according to the current average of nominal exchange rates.

## UPDATE OF REGULATED ROAMING PRICES AS OF 1 JANUARY 2024

In accordance with the EU Roaming Regulation No. [2022/612](#), the maximum wholesale price per GB of data in roaming in EU countries will be reduced from EUR 1.8 to EUR 1.55 as of 1 January 2024. After conversion at the average of the reference exchange rates published by the European Central Bank (ECB) on January 16, February 15 and March 15, 2023 (equal to CZK 23.85 per EUR), this cap will be CZK 36.968 per GB excluding VAT as of 1 January 2024.

One of the situations where it is not possible to draw units (specifically data) in the same way as in the home country, but only up to the amount of the so-called “EU data limit”, is the so-called “open data bundles”, which automatically include tariffs with unlimited data, but can also include other tariffs with data if the average price per GB of data is less than the wholesale unit price. If the tariff is an open data package, the EU roaming data limit shall be calculated according to the following formula: ((retail price of the entire tariff excluding VAT / wholesale price cap per GB, i.e. CZK 36.968) x 2).

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## DECEMBER WORKSHOP FOR CONSUMER ORGANISATIONS

On 12 December 2023, CTU organised an information workshop focusing on current relevant consumer protection issues in the field of telecommunications and postal services, including the topic of unsolicited marketing calls. In addition, time was devoted to presenting the new and future role of CTU as the national coordinator of digital services and the impact of regulation of the digital economy on the rights of end users.

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## Telecommunications regulation in the EU

### Official Journal of the EU

On 15 November, [Summary](#) of Commission Decision of 5 September 2023 relating to a decision pursuant to Article 3 of Regulation (EU) No 2022/1925 (Cases DMA.100018 – AMAZON – ONLINE INTERMEDIATION SERVICES – MARKETPLACES; DMA.100016 – AMAZON – ONLINE ADVERTISING SERVICES). This Decision designates Amazon as a gatekeeper in relation to two core platform services: i) Amazon Marketplace, online intermediation service of Amazon; ii) Amazon Advertising, online advertising service of Amazon.

On 1 December, [Commission Implementing Decision \(EU\) 2023/2669](#) of 27 November 2023 amending [Implementing Decision \(EU\) 2022/2191](#) as regards harmonised standards for wireless communication devices used next to the ear or in close proximity to the human body was published. This Decision shall enter into force on the day of its publication in the Official Journal of the European Union. Point (1) of the Annex shall apply from 1 June 2025.

### European Commission

On 20 October, the European Commission published [Recommendation on coordinating responses to incidents in particular arising from the dissemination of illegal content, ahead of the full entry into application of Regulation \(EU\) 2022/2065 \(the Digital Services Act\)](#). The Commission is responding in particular to the spread of illegal content on social media in the context of the conflict in Palestine.

On 6 November, the European Commission sent [AliExpress a request for information](#) under the Digital Services Act (DSA). The Commission is requesting AliExpress to provide more information on the measures it has taken to comply with obligations related to risk assessments and mitigation measures

to protect consumers online, in particular with regard to the dissemination of illegal products online such as fake medicines. Following its designation as a [Very Large Online Platform](#), AliExpress is required to comply with the full set of provisions introduced by the DSA, including the assessment and mitigation of risks related to the dissemination of illegal and harmful content and any negative effects on the exercise of fundamental rights.

On 9 November, the European Commission formally sent [TikTok and YouTube requests for information](#) under the Digital Services Act (DSA), and on 10 November the European Commission sent the same request to Meta and Snapchat. The Commission is requesting the companies to provide more information on the measures they have taken to comply with their obligations related to protection of minors under the DSA, including the obligations related to risk assessments and mitigation measures to protect minors online, in particular with regard to the risks to mental health and physical health, and on the use of their services by minors.

On 24 November, EU and Canada, as strategic and like-minded partners in the digital area, strengthened their relationship. EC President von der Leyen and Prime Minister Trudeau launched the [Digital Partnership](#) at the 19th EU-Canada Summit. The EU and Canada agreed to work together in key areas such as artificial intelligence, secure international connectivity, cyber security, online platforms, digital identity and digital skills.

On 8 December, the European Commission launched a public consultation on implementing regulation on the transparency reporting obligations under the Article 15 and 24 of the Digital Services Act (DSA). Comments shall be submitted by 24 January 2024.

On 13 December, the European Data Innovation Board, in which CTU has its own representative, met for the first time. The agenda included, among other things, a discussion on the tasks of the Board for 2024 and a discussion on data standardisation and interoperability.

## ITU

On 20 November, the [World Radiocommunication Conference 2023 \(WRC-23\)](#) opened in Dubai, United Arab Emirates, bringing governments together for negotiations on the global issues of radio-frequency spectrum management. Radiocommunication Assembly of the ITU-R, again after 4 years, will review and update the Radio Regulations, the international treaty governing the use of spectrum and orbital paths by radiocommunication technologies.

## BEREC

On 7 – 8 December, the [57<sup>th</sup> BEREC Plenary meeting](#) took place in Warsaw.

The following documents were [adopted for publication](#):

- [BoR \(23\) 196](#) Regulatory Accounting in practice Report 2023
- [BoR \(23\) 204](#) Report on practices and challenges of the phasing out of 2G and 3G and Report on the outcome of the public consultation
- [BoR \(23\) 205](#) Summary Report on the outcome of a BEREC internal workshop on the migration to VHCN s and copper switch-off with a focus on the needs of the end-users
- [BoR \(23\) 206](#) Study on evolution of competition dynamics of tower and access infrastructure companies not directly providing retail services
- [BoR \(23\) 208](#) Draft external study on the trends and policy/regulatory challenges of cloudification, virtualisation and softwarisation in Telecommunication



- [BoR \(23\) 213](#) BEREC Report on the Current Cybersecurity Challenges and Dependencies in Electronic Communication Networks

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

- [BoR \(23\) 207](#) Draft BEREC Report on empowering end-users through environmental transparency on digital products and services
- [BoR \(23\) 214](#) Draft BEREC Report on the authorisation-related framework for international connectivity infrastructures

## ERGP

On 24 November, the second Plenary meeting for 2024 of the [European Regulators Group for Postal Services \(ERGP\)](#) was held. [The meeting was preceded by a public workshop on users awareness of environmental sustainability in postal sector.](#)

The following documents were adopted for publication:

- ERGP PL II (23) 6 – Report on the powers of national regulatory authorities
- ERGP PL II (23) 8 – Report on effects of modernisation/adaptation of the universal service
- ERGP PL II (23) 9 – Report on quality of service, consumer protection and consumer handling
- ERGP PL II (23) 10 – Report on postal core indicators
- ERGP PL II (23) 12 – Report on practices for environmental sustainability in the postal sector
- ERGP PL II (23) 4 - Work Programme for 2024

## Eastern Partnership

On 29 November, 22nd Plenary meeting of the Eastern Partnership Regulators for Electronic Communications (EaPeReg) was held in Tbilisi. At the meeting, the leadership for the following year 2024 was elected. EaPeReg will be chaired by the Moldovan regulator ANRCETI with the support of Romanian regulator ANCOM as vice-Chair.

## Calendar

14 December	BEREC Public Debriefing (online) Registration at the <a href="#">BEREC website</a> .
15 December	Closing of the World Radiocommunication Conference ITU (WRC-23)