



Czech Telecommunication Office

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Telegraphically

According to an analysis, 5G will bring CZK 59 billion to the industry

The introduction of high-speed 5G mobile networks will bring to domestic industry revenues of more than CZK 59 billion by 2025. The cost of introducing the technology will amount to approximately CZK 18 billion. 5G is supposed to bring CZK 130 billion to the entire Czech economy. With reference to a non-public study by Analysys Mason, a global consulting and analytics firm, it was [reported by ČTK](#) which has this analysis at its disposal.

The European Commission has opened infringement proceedings against the Czech Republic and others

The European Commission [has opened infringement](#) proceedings against 24 Member States, including the Czech Republic, that failed to transpose EU rules on electronic communications into their national legislation. The transposition deadline expired on 21 December 2020. A transposition amendment to the Electronic Communications Act, implementing the European Electronic Communications Code, [is now awaiting discussion](#) in the Chamber of Deputies.

The 3G network is coming to an end

Operators started switching off the mobile 3G network in the week starting on 15 February. It has been operating in the Czech Republic since 2005. A small number of customers who own older telephones or old SIM cards will have to replace it so that their data transmissions would not start to slow down significantly. Customers do not have to worry about phone calls or text messages (SMS), as these will remain fully functional. The reason for switching off the 3G network is the use of the released frequencies for the 5G network.

Saying 5G need not mean 5G

"We offer 5G Internet!" This may recently be an advertisement of an Internet access provider. Unfortunately, this does not automatically mean that the consumer can look forward to a fully deployed 5G mobile network. CTU has indications that some providers of electronic communications services may be using the trade name "5G" in a potentially misleading way, as they actually use mobile networks that are not 5G networks to provide their services.

CTU seeks to prevent any misconceptions and expectations of the consumer, which could in particular relate to data download and upload speed and the response time. Therefore, if CTU finds in specific cases that an undertaking fully provides services in networks that do not meet the standards of fifth generation networks ("5G") but offers the service as if it were a 5G network, it will investigate the potential suspected unfair business practices or, as appropriate, refer the complaints to other competent authorities, for example with regard to a possible violation of the Advertising Regulation Act.

5G – is an informal term for a new generation of mobile networks, which is characterized by the support for a large number of terminal equipment devices, low transmission delay and high transmission capacity, capable of handling even very high transmission speeds. This allows service providers to offer tiered Internet access services on these networks at a wide range of advertised speeds, from low to very high, of hundreds of Mbit/s.

Internet access providers who ignore the new obligations will face penalties

As we informed on February 10 in a [press release](#), CTU checked all providers of the Internet access service whether they had modified their contractual documents in which they must newly state precisely specified parameters of the Internet access service. According to preliminary results of the inspection, most providers have not fulfilled the new obligations as of 3 February 2021.

Mainly the large players updated their contractual documents according to the [general authorization](#). CTU is now continuing the next phase of the inspection, which focuses on the correct implementation of the new mandatory requirements in the contractual documents according to the conditions of the general authorization.

According to the conclusions, CTU will subsequently take additional steps which may include fines imposed on providers who do not meet the conditions of the general authorization under the Electronic Communications Act.

CUSTOMERS, WATCH OUT FOR: WHAT MUST BE INCLUDED IN THE CONTRACT FOR THE INTERNET ACCESS SERVICE

For the access at a fixed location, the contract or contractual document must specify, in accordance with the new [general authorization](#), the advertised speed, maximum speed, and also normally available speed which should be available 95% of the time and must not be stated as lower than 60% of the value of advertised speed, and the minimum speed which must not be lower than 30% of the value of advertised speed. In the case of mobile Internet access, providers must inform in the contract not only about the advertised speed but also about the estimated maximum speed. Whether for fixed or mobile access, providers must inform in the contract about the definition of significant discrepancies from the agreed performance of the service and on the possibilities of exercising remedies. If the customer does not find this information in the contract documents, they should contact the operator.

How to have a perfect overview of your bills

Some consumers do not know exactly where they can find their monthly bill. This can lead to unpleasant consequences associated with a failure to pay due invoices on time, in the form of charging additional late payment fees. The operator may also limit or even stop providing services.

Consumers also do not always know exactly whether they are paying for the bill delivery method they have chosen or whether it is free of charge. According to the Act, the operator is obliged to provide free of charge, according to the customer's choice (this does not apply to users of prepaid services), a bill itemized by type of service or a summary bill with a single item, in electronic form. However, upon agreement with the customer, it is possible to submit the bill even in another form. Especially for elderly consumers, the paper version of the bill may be more suitable, but the elderly consumer must be well informed that they are paying for such a service, and how much they are paying.

All three major service providers in the Czech Republic automatically send bills to their online self-service stores. There you can also set up delivery by e-mail, or delivery in printed (paper) form. Electronic bills are provided free of charge, printed ones are provided for a fee according to the current price list of the operators. Customers can also obtain a more detailed bill, both in electronic and in paper form, and the amount of the fee for this service is also stated in the valid price lists. Most operators also offer the option to obtain a copy of the bill for a fee in the event that the customer did not receive the bill or has lost it.

The customer care section on the operator's website also usually offers instructions on how to change the method of delivery of the bill, instructions on how to log in the online self-service stores and how to proceed if customers are unable to log in their accounts. CTU therefore recommends to customers to monitor the websites of their providers, or inquire at their brick and mortar branches, both regarding the possibility of setting the form of the bill and also in case of any problems with the delivery of bills; to resolve these problems, the customers need to contact the provider immediately to avoid the above-mentioned complications associated with the failure to pay invoices on time. In the case of persistent problems associated with the delivery of bills, it is possible, of course, to contact CTU.

Checked by CTU in January...

...compliance with conditions of General Authorization No. [VO-R/12/12.2019-10](#) for the use of radio frequencies and operation of devices for broadband data transmission in the 2.4 GHz to 71 GHz frequency bands

CTU carried out a total of 10 inspections. Defects were identified in 7 cases, in particular harmful interference with priority radiocommunications service stations (meteorological radars) and use of indoor frequencies outside a building, which were addressed by a call to eliminate the identified deficiencies and which will subsequently be addressed in administrative proceedings.

... the use of radio frequencies without authorization

CTU carried out 2 inspections focusing on the use of frequencies without authorization. Both inspections revealed the use of frequencies with an expired individual authorization; the cases were referred for resolution in administrative proceedings.

... sources of interference with the operation of electronic communications devices and networks, the provision of electronic communications services or the operation of radiocommunications services

In January, CTU completed a total of 141 investigations, of which there were 116 cases of interference with television reception, 9 cases of interference with GSM and LTE public mobile communications networks, 7 cases of interference with a meteorological radar, 3 cases of interference with radio and satellite signal, and 6 cases of interference with various systems (mobile service station, ARC receiver, short-range devices, DECT cordless telephone). The investigation of complaints about poor TV reception revealed that in 71 cases the defect was in the viewer's equipment, in 5 cases it was due to the effect of shading, reflections or reception of signal in a non-covered area, in 22 cases the interference stopped or occurred sporadically. Seventeen interference reports were cancelled by their submitters during investigation of the interference. In one case, interference was detected, the source of which was the transmitter of the alarm receiving center (ARC).

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

As of 31 January 2021, 307 base stations were in pilot operation, and 17,013 stations were in permanent operation. In January, an LTE base station was not identified as a source of TV signal interference in any case. Defects of the reception equipment of television viewers were identified as the source of interference to mobile networks in 3 cases.

... in cooperation with the Czech Trade Inspection Authority

An inspection was carried out in January 2020 in the premises of a vendor in Olomouc, focusing on compliance with General Authorization No. VO-R/10/12.2019-9 for the utilization of radio frequencies and operation of short-range equipment. No defects were found during this inspection.

2,514 - the number of decisions issued in January on the matter, of which 2,500 decisions concerned a dispute over payment (payment of the price for services).

2,071 – the number of administrative proceedings initiated in January concerning subscriber disputes between the person carrying out the communication activity and the subscriber. These are disputes over payments and objections to the settlement of a complaint about the billing of the price or the provided publicly available electronic communication service.

Setting single European termination rates

In its [January Monitoring Report](#) CTU informed about the regulation of the so-called Union-wide mobile voice termination rate and Union-wide fixed voice termination rate (MTR and FTR) by the European Commission, in compliance with Article 75 of the European Electronic Communications Code. In early February 2021, the European Parliament [requested](#) additional two months for assessment [of the submitted Delegated Act](#) of the European Commission, and the obligations arising from it for the affected undertakings will thus probably not apply until 1 July 2021.

Changes to the contract terms and price lists

VODAFONE

With effect from 29 January 2021, Vodafone issued an [Overview of tariffs and services \(price list\)](#), in which a provision has been added concerning special rates for 12XX numbers which are subject to a charge. Number 1221 shall be the exception (coronavirus information hotline), and remains free of charge.

O2 FAMILY

With effect from 1 February 2021, O2 Family issued a new [price list](#), in which it regulates the quality parameters of the Internet access service, in response to the amendment to General Authorization No. [VO-S/1/08.2020-9](#), which entered into force on 1 January 2021.

There has also been a change for roaming calls, namely moving the UK and Gibraltar (UK) from the EU zone to the Rest of Europe zone. However, in mobile networks in the United Kingdom and Gibraltar, a subscriber with an active roaming tariff may use calls, SMS, MMS and data connection for the duration of the promo until 30 June 2021 under the same conditions as in the EU zone.

BLESKmobil

With effect from 1 January 2021, BLESKmobil moved, for international calls, the United Kingdom and Gibraltar from Zone 1 (EU) to Zone 2 (Rest of Europe).

According to the [updated price list](#) effective from 9 February 2021, a subscriber with an active roaming tariff may use calls, SMS, MMS and data connection in mobile networks in the United Kingdom and Gibraltar under the same conditions as in the EU zone for the duration of the promo until 28 February 2021. A subscriber who is a consumer may also use international calls and SMS from the Czech Republic to foreign subscriber numbers of the United Kingdom and Gibraltar under the same conditions as international calls and SMS to the EU (at the maximum price for consumers pursuant to Article 5a of Regulation [\(EU\) 2015/2120](#), which, until 14 May 2021, is CZK 5.82 per minute for calls and for SMS CZK 1.84 per SMS message inclusive of VAT).

CONNECTION QUALITY PARAMETERS

In a similar way as O2 Family, [Nordic Telecom](#) and providers of services under the brands [SAZKAmobil](#), [MOBIL.CZ](#) and [MOBIL OD ČEZ](#) also respond to the above-mentioned amendment of General Authorization No. [VO-S/1/08.2020-9](#) and adjust the specifications of the quality parameters of the Internet access service.

Complaints and queries in the 4th quarter of 2020

The number of complaints from subscribers of electronic communications services has increased, often concerning credit

For the 4th quarter of 2020, CTU registered a total of 544 complaints from subscribers/users of electronic services, which is a slight increase compared to the previous period. 406 complaints were settled by CTU in compliance with the Electronic Communications Act, 39 could not be settled by CTU and were forwarded to a competent authority, and 99 complaints were unfounded and the investigation thereof identified no violation of the Act. The most frequent topics of the complaints are those concerning unilateral changes to the contract (change of tariff, service parameters, price increase, etc.); also complaints about the termination of contracts, the validity period of credit for prepaid cards, and expiry of unused credit when it was not used up by the end

of its validity period, were frequent. In the 4th quarter of 2020, CTU registered 33 more complaints than in the previous period. Year-on-year, compared to the 4th quarter of 2019, CTU registers 102 more complaints.

Telecommunications regulation in the EU

Official Journal of the EU

During January, translations of important legislative drafts of the European Commission were published in Official Journal of the EU: [Draft Digital Services Act](#), [Draft Digital Market Act](#), [Draft Directive on measures for a high common level of cybersecurity across the Union](#) (revision of the NIS Directive)

European Commission

In January, European Commission has launched a [public consultation](#) on the introduction of a so-called digital levy. The aim of this new initiative is to address the issue of fair taxation in the digital economy and, at the same time, EC is intended to not interfere with the ongoing work at the G20 and OECD level on a reform of the international corporate tax framework. Public consultation takes place until 12 April 2021.

On 22 January, EC has published eleven [state aid guidance templates](#) to assist Member States in the design of their national recovery and resilience plans in line with EU State aid rules.

EU Council

Portuguese took over the EU Presidency on 1 January 2021. The key priorities of this Presidency are: to strengthen Europe's resilience, to promote confidence in the European social model, to promote a sustainable recovery, to speed up a fair and inclusive digital transition, to reaffirm the EU's role in the world and to ensure this role to be based on openness and multilateralism.

The preliminary calendar of the events, organized during the Portuguese Presidency, is available [here](#).

BEREC

On 12 February, BEREC has published the Opinion [BoR \(21\) 20](#) on the Draft Procedural [Recommendation](#), i.e. Commission Recommendation on notifications, time limits and consultations provided for in Article 7 of Directive 2002/21/EC of the European Parliament and of the Council on a common regulatory framework for electronic communications networks and services.