



Czech Telecommunication Office

February 2022

Telegraphically

CTU is a partner of 5Gthon

CTU has become a partner of [5Gthon](#), an event focused on smart solutions using the potential of 5G networks for municipalities and cities. Marek Ebert, a member of the CTU Council, was a member of the jury and a speaker at the event which culminated on 22 February with a final conference, expert lectures and a presentation of the competition proposals with the announcement of the winners. The event was organized by the Ministry of Industry and Trade and the Ministry of Regional Development.

"Vishing" phone calls

The National Cyber and Information Security Agency has issued [a warning](#) about a new wave of fraudulent, so-called vishing calls. In these phone calls, the callers impersonate Microsoft technical support and request the installation of programs that allow attackers to gain remote access to the computer. The increased rate of such attempts in February is specifically characterized by the relatively fluent English spoken by the attacker. There is also an article on this topic on page 4.

Number of calls to the 1221 number

As part of the smart quarantine tools, the 1221 number has been in operation since September 2020. It had to handle the highest number of callers in July 2021, and now the number of calls is around 20,000 a day. Statistics on the number of callers in the past year were [published](#) by the National Agency for Communication and Information Technologies on its Twitter account; other interesting facts were published in [an interview](#) with Jan Hůlek, the hotline coordinator.

NetTest after 4 months: We found out when the data peak is and how the quality of service has evolved

The NetTest measurement tool has been in operation for four months. We have described our experience with its operation in a [technical article](#), a summary of which is presented here. We have also published an educational video and are planning our own mobile application.

[CTU's new instructional video](#) will help the public correctly measure the speed of an Internet access service with the NetTest tool and explain when there is an entitlement to raise a claim. The video is found on the [YouTube channel of the Czech Telecommunication Office](#). CTU is currently working on the NetTest mobile app.

Some interesting figures

On the day of launch of the tool, Friday 17 September, a total of 33,281 tests were performed by 26,118 users. This is still a record load for the tool to date. No problems, technical or otherwise, were noted during the start of operation. The total number of tests performed per month statistically stabilizes at 63,000 with 38,000 users. The peak hour of data networks in the Czech Republic is between 8 pm and 9 pm, while between 3 pm and 4 pm data networks show minimal load and therefore Internet access services achieve their highest performance.

Evolution of the quality of Internet access service

We also examined the evolution of the quality of Internet access service based on data from the operation of the NetMetr and NetTest tools, and the results are summarized in [this document](#). This development clearly reflects the positive impact of the new obligations of service providers under the general authorization VO-S/1, which set the parameters for the quality of Internet access service. In the reporting period before the VO-S/1 authorization was entered into force, the average decrease in performance of Internet access services ranged between 53% and 58%; in the reporting period after the VO-S/1 authorization entered into force, the average decrease in performance was only 16% in the period between April and June 2021, according to the NetMetr measurement results. In the second half of 2021, although there was an increase in the value of the average decrease in performance of Internet access services, this decrease did not exceed the 40% threshold.

Password for communication: Means of identification, for example over the telephone

In its practice, the Czech Telecommunication Office often encounters a situation where a unique password for communication is agreed between the parties to a contract for the provision of electronic communications services. The service provider will usually communicate this password to the subscriber when the contract is concluded (the password is usually stated directly in the contract or in other documents that are part of the contract). The service provider then requires the subscriber to provide a password, in particular when communicating remotely in order to identify the person whom they are dealing with. Such a requirement is entirely justified. However, there may be specific cases where there is no doubt about the identification of a subscriber even without a password.

CTU has been contacted by a subscriber - consumer, who was required by the provider to provide the password even in the case of termination of the contract submitted in writing (in paper form) bearing the subscriber's handwritten signature. However, the subscriber forgot his password for communication, so he could not provide it to the provider. The provider therefore did not accept the termination of the contract, did not terminate the contract and continued to provide the subscriber with electronic communications services (and charge for them). CTU agreed with the subscriber in the dispute because in this particular case other aspects were taken into account, in particular the combination of a paper form with a handwritten signature with communication from the e-mail address specified in the contract, so that there was no doubt about the identification of the subscriber. However, CTU encourages subscribers to be aware of where their communication password is written and that providers may require them to provide this password. By providing your password, you can easily avoid potential disputes.

Telecommunication Academy continues to expand its activities

[Telecommunication Academy](#) is a preventive-educational project of the Czech Telecommunication Office, through which CTU aims at assisting (not only) senior citizens to be better informed about the consumers' possibilities and rights in the field of telecommunications and postal services. Since the launch of the project in 2017, over 150 lectures have already been delivered. The Telecommunication Academy is not limited to libraries, clubs or retirement homes, but is also involved in larger projects, and in recent years has worked with universities of the third age or, for example, the municipal police. Recently, several successful lectures have taken place again in cooperation with Brno municipal police and we are expecting further activity in the field of universities of the third age.

Checked by CTU in January...

... compliance with terms and conditions of General Authorization 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–71 GHz

CTU carried out a total of 30 inspections. Defects were identified in 24 cases, consisting in the use of indoor frequencies outside a building and failure to comply with other terms of the general authorization, which were resolved by a call to rectify the identified deficiencies and which will subsequently be addressed in administrative proceedings.

... compliance with the conditions of General Authorization No. [VO-R/24/05.2019-4](#) for the operation of equipment of infrastructure for transmitting radio signals inside tunnels, premises of buildings and trains

CTU carried out a total of 6 inspections. Defects were identified in all cases, consisting of failure to comply with the terms of the general authorization, 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 January, CTU closed 20 cases of interference with GSM, LTE and UMTS public mobile communication networks (in 3 cases the source of interference was an active element of TV signal reception), 7 cases of interference with radio and satellite signal reception, 6 cases of interference with WiFi stations, 2 cases of interference with radio relay link, and 7 cases of interference with various devices (short-range devices, amateur service radio station, metallic telephone line, etc.). 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.

... the use of radio frequencies without authorization

CTU carried out 17 inspections focusing on the use of frequencies without authorization. 10 inspections revealed use of frequencies without individual licence; the cases were referred for resolution in administrative proceedings.

... sources of interference with TV signal reception

In January, CTU closed a total of 84 cases of TV signal reception interference. The investigation of complaints about poor TV signal reception revealed that in 53 cases the defect was in the viewer's equipment (most often a technical fault of the receiving antenna), in 6 cases the interference stopped. In fifteen cases, a source of interference was detected, and in all 15 cases the source of interference was a mobile operator's base station (see below). In six cases it was a reception in a non-covered area.

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

As of 31 January 2022, 267 base stations were in pilot operation, and 16,957 stations were in permanent operation. In January, an LTE base station was not identified as a source of TV signal interference in any case.

... pilot operation of 5G/LTE base stations in the 700 MHz band

As of 31 January 2022, 336 base stations were in pilot operation, and 270 stations were in permanent operation. In January, a 5G/LTE base station was identified as a source of TV signal interference in fifteen cases. In January, CTU sent a letter via data mailbox to 85 municipalities in whose region the pilot operation of 5G base stations was launched, [with information](#) on how to proceed in the event of TV signal reception interference.

2,207 - the number of decisions issued in January on the matter, of which 2,203 decisions concerned a dispute over payment (payment of the price for services).

2,568 – the number of administrative proceedings initiated in January concerning subscriber disputes between the person carrying out the communication activity and the subscriber. These are the disputes over payments and objections against a claim settlement about the billing of the price or the provided publicly available electronic communications service.

Beware of fraudulent phone calls. They might look like phone calls from a bank, for example

In recent months, CTU has seen a significant increase in complaints pointing to suspicious phone calls, which are a manifestation of a dangerous fraud involving manipulation of phone numbers. We have reported on this type of fraud several times in the past on our website and in the monitoring reports. However, as the frauds are on the rise again, we present a more comprehensive text.

The danger of this practice, known as spoofing, is that the perpetrators are able to spoof any phone number, which they can use, for example, to entice the call recipients from these numbers to hand over sensitive information. This may involve spoofing the telephone numbers of well-known financial institutions or other publicly known companies. Such contacts usually appear very credible and at first glance may not arouse any suspicion if, for example, it is the customer service line of the bank of which the recipient of the call is a client. In this way, perpetrators can then try to entice victims to hand over access data to bank accounts or similar exploitable information.

However, it does not have to be only telephone numbers of well-known institutions that are misused. In its practice, CTU most often encounters situations where non-existent telephone numbers are simulated or where private telephone numbers are misused, for example, for the purposes of marketing calls or to deliberately hide the identity of the originator of the marketing call.

Such phone number spoofing is done by manipulating the CLI (Calling Line Identification) parameter, through which information about the phone number from which the call is made is transmitted via network signaling so that this number can be displayed on the called device. Preventing this dishonest practice is difficult for several reasons. The number replacement in the CLI parameter is not always something of a fraudulent nature, but is also used for various services where the CLI modification is done at the instruction of the subscriber. Network operators and electronic communications service providers have very limited means of checking whether the CLI parameter transferred between networks during network signaling (used mainly for call set-up) is fraudulent, irrespective of whether the signaling occurs on a mobile or fixed network.

CTU urges increased caution when you are contacted by unknown telephone numbers, and we certainly recommend that you do not call such numbers back. You can verify the trustworthiness of a caller, for example, with the institution the caller claims to be. There is also the possibility to request the operator to identify the number: according to the Electronic Communications Act, the operator is obliged, at the request and expense of its subscriber, to provide the service of identification of the subscriber number from which malicious or nuisance communication was made, retroactively for the specific communication that the subscriber identifies as malicious or nuisance, but no later than 2 months from the date of such communication. Rather than spoofing, this service can be useful in cases where a customer is being harassed by, for example, a hidden number.

In the event of suspicion that the above-described practice might be involved, especially if the recipient of the call believes that their sensitive data might be misused, for example, to access a bank account, CTU also recommends that they contact law enforcement authorities, as such conduct already has the characteristics of a criminal offence. More detailed information, including recommendations on how to effectively defend against such frauds, can be found on the [website of the Police of the Czech Republic](#) or, as appropriate, it is possible to refer to an [announcement](#) by which CTU warned of the dangerous trend described above last year.

Measures of general nature - network plans

Following a public consultation in which no comments were submitted, CTU published in the [Telecommunication Bulletin](#) on 31 January 2022 Measure of General Nature No. [SP/2/01.2022-1](#) amending Measure of General Nature No. [SP/2/05.2011-7](#) issuing a network plan of transmission parameters of public telephone networks. The measure of general nature comes into effect on the 15th day following the day of its publication in the Telecommunication Bulletin.

On 28 January 2022, CTU published a [table of the settlement](#) of comments [on the draft Measure of General Nature No. SP/3/XX.2021-Y](#) issuing a network plan for signaling of public communications networks. During the public consultation, 3 stakeholders submitted comments. Subsequently, on 18 February 2022, CTU published in the [Telecommunication Bulletin](#) the final version of Measure of General Nature No. [SP/3/02.2022-2](#), issuing a network plan for signaling of public communications networks.

Universal service

Obligation to provide additional services

On 16 February 2022, CTU published a [communication on the launch of a review](#) of the reasons for imposing an obligation to provide a partial service consisting of additional services as partial service of the universal service. For the purposes of the review, the Office needs to obtain information, comments and suggestions on the provision of this service from as wide a range of stakeholders as

possible. Based on the results of the review, CTU will issue a decision on whether or not to impose the obligation to provide this partial service and will give reasons for this decision.

Market analyses

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

Following the end of the public consultation on the draft analyses of relevant markets [No. 1](#) and [No. 3b](#), on 26 January 2022, CTU published a settlement of the received comments . The comment settlement tables are posted separately on the discussion site for Market No. 1 and Market No. 3b. CTU has modified and refined the draft analyses of these relevant markets in accordance with the comments from the public consultation. They will now be consulted with the Office for the Protection of Competition and subsequently notified to the European Commission.

Market No. 2 – Wholesale dedicated capacity

As part of the analysis of relevant markets pursuant to Section 51(1) of Act No. 127/2005 Coll., on Electronic Communications and on Amendments to Certain Related Acts (Electronic Communications Act), as amended, CTU prepared a draft Measure of General Nature of analysis of market No. A/2/xx.2022-Y, market No. 2 – Wholesale dedicated capacity and submitted them for public consultation on 3 February 2022 on the [discussion site](#). Comments may be submitted within one month of the date of publication of the call.

Market No. 3 - Wholesale access to mobile services

[The European Commission rejected](#) the proposal for ex-ante regulation of Market No. 3 - Wholesale access to mobile services. For more information see [CTU's press release](#) of 21 February 2022.

Telecommunications regulation in the EU

Official Journal of the EU

On 11 January, [Commission Delegated Regulation \(EU\) 2022/30](#) of 29 October 2021 supplementing Directive 2014/53/EU of the European Parliament and of the Council with regard to the application of the essential requirements referred to in Article 3(3), points (d), (e) and (f), of that Directive was published. This Regulation entered into force on the 20th day of its publication in Official Journal of the EU. It shall apply from 1 August 2024. This Regulation shall be binding in its entirety and directly applicable in all Member States.

European Commission

On 20 January, the European Commission published the results of its competition sector inquiry into markets for consumer Internet of Things (IoT). [Final report](#) and accompanying [Commission staff working document](#) point to concerns about potential harm of competition in the rapidly growing EU markets for IoT related products and services. Published documents are based, inter alia, on the comments received by the Commission during the [public consultation](#) on [preliminary report](#) of June 2021 and confirm the [conclusions of the preliminary report](#). The main findings of the sector inquiry into consumer IoT include the following points, which are also addressed in the preliminary report:

- the characteristics of consumer IoT products and services,
- the features of competition in these markets
- the main areas of potential concern raised by respondents in relation to the current functioning of consumer IoT markets, as well as to their future outlook

The conclusions of the sector inquiry will form the input for the Commission's implementation of its [digital strategy](#) and will also serve as a contribution to the ongoing legislative debate on the Commission's proposed [Digital Markets Act](#).

On 26 January, the Commission proposed the European Parliament and Council to sign up to a [Declaration of rights and principles](#) that will guide the digital transformation in the EU. The [draft declaration](#) covers key rights and principles for the digital transformation, such as placing people and their rights at its centre, supporting solidarity and inclusion, ensuring the freedom of choice online, fostering participation in the digital public space, increasing safety, security and empowerment of individuals, and promoting the sustainability of the digital future.

Once jointly endorsed by the Commission, the European Parliament and the Council, the Declaration will also define the approach to the digital transformation which the EU will promote throughout the world. The European Parliament and the Council should discuss the draft declaration and to endorse it at the highest level by this summer.

ITU

From 25 to 27 January, the plenary meeting of the [Committee for ITU Policy](#) (Com-ITU) took place. The proposals and details of the upcoming meeting of the [World Telecommunications Standardization Assembly](#) (WTSA-20), which will take place from 1 to 9 March 2022 in Geneva were mainly discussed.