



Telegraphically

Consumer workshop

An online workshop for consumer organizations, organized by CTU's Dispute Resolution and Consumer Protection Section, took place on 2 June. The workshop presented CTU's activities towards consumer protection and described its main tasks in this field. The participants were also informed about the news in legislation (the impact of the amendment to the Electronic Communications Act on consumers), CTU's inspection activities and the activities of the Telecommunication Academy.

EU on blocking disinformation

Following the [information already released](#), CTU points out that on 3 June the EU published the "Sixth EU Sanctions Package", which tightens international sanctions against Russia and Belarus. Among other things, the EU published [Council Decision \(CFSP\) 2022/884](#) and [Council Regulation \(EU\) 2022/879](#). These provisions extended the sanctions list of Annex XV entities to include Rossiya RTR/RTR Planeta, Rossiya 24/Russia 24 and TV Centre International. More details are presented on page 6 and on the [CTU website](#).

CTU Annual Report

The average monthly data consumption per SIM card using mobile data services increased year-on-year, reaching an estimated 4.5 GB, which corresponds to a year-on-year increase of around 44%. CTU estimates that the total number of Internet access services at a fixed location reached almost 3,940,000, an increase of 3% compared to 2020. For more information see the published [CTU annual report for the year 2021](#) which the Government has already read and taken note of at its [meeting on 8 June](#).

What to watch out for when using mobile signal boosters

Recently, CTU has recorded an increasing number of cases of interference to mobile networks caused by the operation of devices commercially called and offered to customers as LTE mobile signal boosters or GSM repeaters. They are electronic devices designed to amplify the signal of mobile networks in places where the signal is insufficient. These are mainly spaces inside buildings, underground objects, etc. The device (repeater or booster) receives and amplifies the mobile network base station signal and transmits the amplified signal to mobile phones.

However, the installation and operation of such a device for the average user has its pitfalls. As we pointed out in our last [monitoring report](#), the equipment uses mobile network radio frequencies and can only be operated subject to the conditions set out in [General Authorisation VO-R/24/05.2019-4](#) for

the operation of equipment of infrastructure for transmitting radio signals inside tunnels, premises of buildings and trains, in particular the conditions set out in Articles 2 and 4.

One of the conditions for the operation of these devices is the written consent of all three mobile network operators to the use of the repeater/booster in their network, as it is a broadband device that operates in the frequency block allocation bands of all three operators and can therefore interfere with the base station signal of any operator.

Another important condition is that the equipment must not cause interference. The interference caused by the operation of the equipment is mainly due to the coupling of the transmitting antenna to the receiving antenna (repeaters/boosters with improperly placed antennas emit interfering signals), when the equipment malfunctions or when poor quality equipment is used.

Problems with interference caused by repeaters/boosters have been noted by CTU mainly in self-installed installations. For the correct functioning of the device, it is necessary to entrust the installation to a professional company.

The buyer should be made aware of the need to comply with the conditions for the operation of the equipment set out in the general authorisation before purchasing the equipment - e.g. the vendor Omko uses the model approach: the [e-shop website](#) has a warning next to the goods, which the customer can read before buying the goods.

However, online shops often do not draw attention to the obligation to comply with the general authorisation at all and the customer reads the warning about the conditions of operation of the equipment only after taking the goods from the packaging or instructions for use.

Although the purchase and installation of the equipment may appear to be a simple matter, CTU recommends that when dealing with problems with mobile network signal coverage inside buildings and premises, you should first of all contact your service provider (mobile operator) and resolve the situation in cooperation with them. In case that CTU finds interference by a repeater/booster and its operator has not complied with the conditions set out in the general authorisation, the operator will unfortunately not be able to avoid administrative offence proceedings and the possible imposition of a penalty. CTU therefore recommends operating these devices with caution and to strictly observe the conditions for their operation.

As an alternative solution, it is possible to use Wi-Fi calls, where instead of the poorly available radio part of the mobile network, the relevant part of the call is transmitted via the Wi-Fi network and the public Internet to the backbone parts of the operator's network. In this case, the call is dependent on the quality of Internet connection over a network other than the mobile network. More information can be found in [an earlier monitoring report](#), where CTU addressed the topic in more detail.

Report on the fulfilment of Česká pošta's obligations in 2021: ongoing pandemic, shortcomings persist

As the holder of a postal licence, Česká pošta is obliged to ensure the general availability of universal services, which it must provide in accordance with the needs of the public, in the specified quality, at affordable prices and every business day. During 2021, Česká pošta's activities were significantly affected by the ongoing measures against the spread of Covid-19 throughout the Czech Republic. After a summary assessment of the year 2021, CTU can state that despite the identified shortcomings, as set out in the relevant chapters of the published [Summary Report on fulfilment of](#)

obligations imposed on postal licence holder, Česká pošta, s.p. for the year 2021, the Post fulfilled its legal obligations arising from the licence granted to it in the year under review.

In 2021, the Government's emergency response to the Covid-19 pandemic continued. Throughout the pandemic, Česká pošta, under the supervision of CTU, made every effort to ensure the provision of universal services in accordance with the requirements of the Act, the implementing legislation and the obligations specified in the postal licence. CTU made sure to ensure postal services to the general public to the greatest extent possible, while maintaining the required quality, under limited emergency conditions.

Due to the pandemic and the measures taken in its wake, some obligations were not, or could not be, fulfilled in full for a temporary period. CTU thoroughly assessed the individual measures of Česká pošta and also took into account the exemption grounds, whereby the Post may limit the performance of its obligations if this is caused by external circumstances. In this context, CTU found no breaches of obligations.

Česká pošta consulted CTU on the appropriateness and adequacy of the measures adopted and planned in order to maintain the fulfilment of the postal licence holder's obligations to the maximum extent possible. It regularly sent CTU an updated list of post offices closed due to quarantine measures and information on restrictions on domestic and foreign postal services.

MOBILE POST OFFICE

A mobile post office is a mobile office where the public can use the universal services of Česká pošta as at a standard post office. They go to regions where post office is currently needed and where residents can use postal services conveniently at their location and without travelling. In response to the Government's decision to restrict movement in the districts most affected by the coronavirus, Česká pošta has decided to engage the mobile post office in the Trutnov, Cheb and Sokolov districts from February 2021. Mobile post office has also been deployed in South Moravia, where post offices have been closed for a long time due to the June 2021 tornado.

ADMINISTRATIVE OFFENCES AND PROCEEDINGS

In 2021, CTU initiated a total of 53 administrative proceedings with Česká pošta regarding an administrative offence under [Section 37a of the Postal Services Act](#) or under [Section 24 of the Consumer Protection Act](#). 49 administrative proceedings have already been finally decided and Česká pošta has been fined a total of CZK 542,000.

OBJECTIONS AGAINST A CLAIM SETTLEMENT

The complainants most frequently contacted CTU in connection with damage to or loss of the content of a postal item or its loss, and the related right to compensation for damages, which Česká pošta refused to pay or only partially compensated them in the context of a claim. Furthermore, in the context of the administrative objection proceedings, the appellants objected to Česká pošta's failure to respect the chosen directions and additional services, whether it was the shortening or extension of the deposition period, the loss of the delivery note or incomplete completion of the information on the delivery note, or, for example, the delivery of the postal item to an unauthorized recipient. In connection with the impact of the Covid-19 pandemic on the delivery of postal items, CTU recorded a higher number of objections against a claim settlement concerning the disproportionately long delivery time of items to foreign countries, where in some cases this time was up to 6 months or more.

In 2021, a total of 147 proceedings were initiated concerning an objection against a claim settlement relating to universal services. By the end of 2021, 124 proceedings concerning an objection against a claim settlement (including proceedings carried over from the previous year) had reached a final decision. Of these, in 54 cases CTU complied with the complainant's objection, in 10 cases CTU partially complied with the complainant's objection, and in 33 cases CTU fully complied with the objection (including 7 cases in which a settlement was reached between the parties). In 27 cases the proceedings were discontinued, the non-payment of the administrative fee and the withdrawal of the application by the applicant were the most frequent reason for discontinuing the proceedings.

INSPECTIONS AND DEFICIENCIES FOUND

In 2021, a total of 442 inspections focused on compliance with obligations under the Postal Services Act, implementing regulations or the Consumer Protection Act were carried out in individual branches. In cases where misconduct has been found, CTU has or will initiate administrative proceedings *ex officio*.

Within the supervisory activities, in 2021 CTU again identified problems on the part of Česká pošta in fulfilling its obligation to make at least one delivery to an address every business day. CTU considers non-compliance with the specified conditions for delivery of postal items to be one of the most serious misconducts of Česká pošta. In the vast majority of cases, these are deficiencies that occur repeatedly in this area. CTU therefore focused its inspection activities on this issue again, conducted administrative proceedings on offences and issued several fines. In addition, Česká pošta was fined e.g. for breaches of postal secrecy, non-compliance with an agreement on a change of the place of delivery ("forwarding"), etc.

In addition to the nationwide inspection focused on the delivery of postal items, the most frequent inspections were those of the post offices of Česká pošta. CTU has fined Česká pošta, for example, for failing to provide information on opening hours or for failing to provide information on changes to postal conditions. Compliance with postal secrecy in relation to deposited postal items, compliance with obligations under the Consumer Protection Act or compliance with the conditions of official delivery were also checked.

DECLINING VOLUME OF UNIVERSAL SERVICES

As in previous years, the trend of a decline in the volume of universal services provided continues. This is mainly due to the continuing replacement of traditional letters by electronic forms of communication. A more significant decrease of 24.13% compared to 2020 was observed in the number of postal parcels up to 10 kg. This is caused by a shift of users of postal services to services offered commercially outside the universal services.

In view of the long-term development, CTU expects that the volume of universal services provided will continue to decline, not only in the case of letters, but also in the case of parcels transported as part of universal services, although the total volume of parcels transported on the market is increasing.

Universal services provided by Česká pošta in the period 2016–2021 (in CZK thousands)						
Indicator	2016	2017	2018	2019	2020	2021
Number of carried postal items up to 2 kg	239	218	192	173	164	147
	415	560	180	842	991	675
Number of carried postal parcels up to 10 kg	362	345	325	287	257	195
Number of carried postal items up to 7 kg for the blind (standard postal items)	47	42	45	38	37	47
Number of carried registered letters	72 275	69 196	65 923	62 597	56 196	52 373
Number of carried registered postal items up to 7 kg for the blind	13	12	12	12	11	11
Number of carried valuable postal items	2 362	2 207	2 142	1 912	1 936	1 827
Number of money orders delivered	37 831	33 416	30 448	27 624	23 970	20 295

Checked by CTU in May...

...compliance with the conditions of General Authorisation No. [VO-R/12/11.2021-11](#) for the use of radio frequencies and for the operation of equipment for broadband data transmission in the bands 2.4 GHz to 71 GHz

Due to the ongoing "[Gracious Spring](#)" campaign, CTU did not carry out inspections of RLAN operators on its own initiative in May, but only inspections resulting from complaints about interference to other radiocommunication services, especially meteorological radars. A total of 10 inspections were carried out and in 8 cases non-compliance with the conditions of the general authorization (causing harmful interference to stations of the radiocommunication services on priority basis) was detected. These cases were dealt with by means of a request to remedy the deficiencies identified and will subsequently be dealt with in administrative proceedings.

...compliance with the conditions of General Authorisation 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 5 inspections based on complaints from mobile operators about network interference. In all cases, CTU found violations of the conditions of the general authorization consisting in the interference with mobile networks and in the operation of GSM repeaters without the consent of the mobile operators. A request was issued to remedy the identified deficiencies, which will subsequently be addressed in administrative proceedings. In this context, CTU draws attention to the need to comply with the conditions of General Authorisation VO-R/24/05.2019-4 when operating GSM

repeaters or LTE boosters, in particular Article 4(3), which makes the operation of this equipment subject to the written consent of mobile operators, and Article 2(4), which requires operators to prevent interference to mobile networks. CTU recommends contacting your service provider when dealing with problems with mobile network signal coverage inside buildings and discussing the possible installation of a repeater/booster with them. For more information on this topic, see the article on the front page.

[... compliance with the conditions of an individual licence for the use of frequencies](#)

4 inspections were carried out, of which 3 revealed non-compliance with the parameters of the individual licence; the cases were referred for resolution in administrative proceedings.

[... the use of radio frequencies without authorization](#)

CTU carried out a total of 12 inspections focused on the use of frequencies without authorization (including frequencies for the use of which an individual licence cannot be issued). 7 inspections revealed use of frequencies without individual licence; the cases were referred for resolution 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 May, CTU closed 8 cases of interference with GSM and LTE public mobile communication networks (in 5 cases the source of interference was a GSM repeater/booster), 23 cases of interference with meteorological radars, 11 cases of interference with radio and satellite signal reception, and 6 cases of interference with various devices (amateur service transmitter, short-range devices, 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.

[... sources of interference with TV signal reception](#)

In May, CTU closed a total of 74 cases of TV signal reception interference. The investigation of complaints about poor TV reception revealed that in 37 cases the defect was in the viewer's equipment (most often a technical fault of the receiving antenna), in 12 cases the interference stopped or occurred sporadically. In two cases, the complainant withdrew the interference complaint during the investigation. In one case it was a reception in a non-covered area. In 22 cases, a source of interference was detected, and in all 22 cases the source of interference was a mobile operator's base station (see below).

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

As of 31 May, 1578 base stations were in pilot operation, and 498 stations were in permanent operation. The 5G/LTE base station was identified as a source of interference to TV reception in 21 cases in May, in all of which the mobile operator provided radio screening to TV viewers at its expense. In May, CTU sent a letter via data mailbox to 458 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.

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

As of 31 May 2022, 388 base stations were in pilot operation, and 17,028 stations were in permanent operation. In May, an LTE base station was identified as a source of TV signal interference in one case.

... network security and integrity

On 25 and 26 May 2022, CTU staff carried out an inspection of the operator O2 Czech Republic a.s., focusing on the security, confidentiality and integrity of public electronic communications networks according to [Section 88](#) and [Section 99](#) of Act No. 127/2005 Coll. on Electronic Communications and [Decree 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. No serious violations of the obligations imposed on the operator were found during the CTU inspection.

2,378 - the number of decisions issued in May on the matter, of which 2,373 decisions concerned a dispute over payment (payment of the price for services).

2,514 – the number of administrative proceedings initiated in May concerning subscriber disputes between the person carrying out the communication activity and the subscriber. These are the disputes over payments and objections to the settlement of a complaint about the billing of the price or the provided publicly available electronic communications service.

Market analyses

Market No. 2 – Wholesale dedicated capacity

On 3 May 2022, CTU received the [opinion](#) of the Chairman of the Office for the Protection of Competition (hereinafter referred to as the "ÚOHS") on the draft Measure of General Nature of market analysis [No. A/2/xx.2022-Y](#), Market No. 2 - Wholesale Dedicated Capacity, and thus closed the national consultations on the draft analysis. After taking into account and addressing the comments from the public consultation and the consultation with the ÚOHS, CTU notified the final version of the draft measure to the European Commission on 30 May 2022.

Market No. 3 - Wholesale access to mobile services

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 new draft Measure of General Nature of market analysis [No. A/3/XX.2022-X](#), market No. 3 – Wholesale access to mobile services. Therefore, in accordance with Article 32(7) of Directive (EU) [2018/1972](#) of the European Parliament and of the Council establishing the European Electronic Communications Code and [Section 131\(2\)](#) of the Electronic Communications Act, CTU has modified its original analysis of this relevant market notified to the Commission on 18 November 2021, taking into account all comments and suggestions raised by the Commission. On 27 May 2022, CTU submitted the draft measure for public consultation on the [discussion site](#). Comments can be submitted within 1 month of the date of publication of the call, i.e. by 27 June 2022.

Universal service

No partial services imposed

On 1 June 2022, the public consultation on the plans not to impose two partial services within the universal service ended. These were the partial service of reasonable access to the Internet at a fixed location, including the connectivity required to use the service, and the partial service of access to a voice communication service at a fixed location, including the connectivity required to use the service. On 6 June 2022, the public consultation on the intention not to impose an obligation to provide ancillary services under universal service also ended.

No comments were received during this public consultation. These partial services will therefore not be imposed as mandatorily provided services and will only be subject to regular monitoring of services not mandated under universal service.

Special prices and special terminal equipment

On 23 May 2022, CTU published on the discussion site its [intention](#) to impose an obligation to provide a partial service of special prices as part of the universal service ([Section 38\(3\)](#) of the Electronic Communications Act) and the [intention](#) to impose an obligation to provide a partial service of special terminal equipment ([Section 38\(2\)\(c\)](#) of the Electronic Communications Act). Comments on both intentions can be submitted within 30 days of their publication. For more information see also an article on page 6.

Radio spectrum management

DIGITAL RADIO BROADCASTING

Since 4 May, listeners can tune into the DAB multiplexes of TELEKO and RTI cz broadcasting in Ukrainian.

DIGITAL TV BROADCASTING

On 5 May, a new national TV programme Nickelodeon Ukraine Pluto TV (1.6 Mbit/s) was included in Multiplex 24.

MEASURES OF GENERAL NATURE

On 2 June, the CTU Council approved General Authorisation No. [VO-R/1/6.2022-6](#) to operate user terminals of radio electronic communications networks. The reason for this update of the general authorisation is the extension of the frequency band for rail mobile radio equipment (GSM-R) to 874.4-880.0 MHz and 919.4-925.0 MHz, following the implementation of Commission Implementing Decision (EU) 2021/1730.

On 2 June, the CTU Council approved Measure of General Nature No. [OOP/13/6.2022-5](#) laying down the scope of information required in an application for an individual licence to use radio frequencies. The main reason for the update of the measure of general nature is to take account of technological advances in fixed radio communications service, where point-to-point fixed radio devices are now commercially available with MIMO technology.

On 2 June, CTU launched a public consultation on the draft General Authorisation No. [VO-R/24/xx.2022-y](#) for the operation of equipment of infrastructure for transmitting radio signals inside tunnels, premises of buildings and trains. The reason for issuing this updated general authorisation is the addition of the 700 MHz band to the conditions applying to the additional coverage of the inside of train carriages with mobile broadband signals.

DIGIMEDIA CONFERENCE

On Wednesday 1 June, the [DIGIMEDIA 2022](#) expert conference took place in the Congress Hall of Česká televize in Prague, Kavčí Hory. The richest and busiest discussion panel was on the digitalization of radio broadcasting in the Czech Republic. Topics discussed included TV viewership, the quality of terrestrial TV coverage and possible interference, innovations in TV platforms, and comparisons of terrestrial broadcasting across Europe. Another panel discussed streaming services or VOD applications. The last session was devoted to digital radio, the development of the ČRo (Czech Radio)

network, the future of FM broadcasting licenses, and the form of tenders for DAB networks for commercial radio stations.

Telecommunications regulation in the EU

Official Journal of the EU

On 3 June, [Council Regulation \(EU\) 2022/879](#) of 3 June 2022 amending Regulation (EU) No 833/2014 concerning restrictive measures in view of Russia's actions destabilising the situation in Ukraine, was published. The regulation entered into force on 4 June 2022.

The amendment adds Rossiya RTR/RTR Planeta, Rossiya 24/Russia 24 and TV Centre International to the sanctions list of entities listed in Annex XV. It also prohibits advertising of products or services in content created or broadcast by Annex XV entities.

On the same day, [Regulation \(EU\) 2022/868](#) OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 30 May 2022 on European data governance and amending Regulation (EU) 2018/1724 (Data Governance Act) 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 from 24 September 2023. This Regulation shall be binding in its entirety and directly applicable in all Member State.

European Commission

On 11 May, the Commission adopted a new [European strategy for a Better Internet for Kids](#) (BIK). The new European strategy for a Better Internet for Kids aims for accessible, age-appropriate and informative online content and services that are in children's best interests. The new European strategy for a Better Internet for Kids is the digital arm of the Commission's comprehensive [EU strategy on the rights of the child](#). Moreover, the strategy follows the recent landmark provisional political agreement on the [Digital Services Act](#) (DSA), which contains new safeguards for the protection of minors and prohibits online platforms from displaying targeted advertising based on profiling to minors.

On 11 May, EU Member States with the support of the European Commission and ENISA (the EU Agency for Cybersecurity), published report on [Cybersecurity of Open Radio Access Networks](#). The report recommends several measures based on the EU „toolbox“ for 5G networks. Overall, the report recommends a cautious approach to the transition to this new architecture.

BEREC

On 13 May, BEREC published a [statement](#) and welcomed objectives and benefits of the draft Data Act presented by the European Commission. BEREC will analyse this proposed Act in the coming months with respect to their relevance for the areas of work of regulators for electronic communications incl. related areas such as data protection and privacy. BEREC will share its experience it has gained in applying similar provisions in the electronic communications sector.

The [51. BEREC Plenary meeting](#) took place on 9 – 10 June 2022. The meeting was preceded by a high-level workshop on so called digital divide, which has become a key factor of social exclusion, especially during the covid-19 pandemic. The workshop built on the "[Study on post Covid measures to close the digital divide](#)" and the lessons learned during the covid-19 pandemic in 2020 and 2021 in terms of digital resilience of networks and ensuring the availability of internet access.

BEREC Board of Regulators adopted the following documents for publication:

[BoR \(22\) 69](#) BEREC Report on a consistent approach to migration and copper switch-off and Report on the outcome of the public consultation

[BoR \(22\) 70](#) BEREC Report on WACC parameter calculations 2022

[BoR \(22\) 72](#) BEREC Net neutrality regulatory assessment methodology and Report on the outcome of the public consultation

[BoR \(22\) 73](#) Report on the monitoring of the termination rates

[BoR \(22\) 81](#) BEREC Guidelines on the Implementation of the Open Internet Regulation and Report on the outcome of the public consultation

[BoR \(22\) 93](#) BEREC Report on Sustainability: Assessing BEREC's contribution to limiting the impact of the digital sector on the environment

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

[BoR \(22\) 83](#) Draft BEREC Report on Satellite Connectivity for Universal Service

[BoR \(22\) 87](#) Draft BEREC Report on the Internet Ecosystem

[BoR \(22\) 88](#) Draft Retail Roaming Guidelines

[BoR \(22\) 90](#) Draft Report on measures for ensuring equivalence of access and choice for disabled end-users

EU Calendar

ongoing	Discussion forum on Digital compass
20. 4 - 13. 7.	Public consultation – combating child sexual abuse – review of EU rules – draft directive
25. 5 - 24. 6	Public consultation – on the draft BEREC Wholesale roaming guidelines
6. 6. – 16. 6.	ITU WTDC – World Telecommunication Development Conference, ITU-D Summit, Kigali, Rwanda and online
7. 6. - 9. 6.	Partner2Connect Digital Development Roundtable (P2C), Kigali, Rwanda and online