



## PRESS RELEASE

### Monthly Monitoring Report No. 05/2020

**Prague, 20 May 2020 – In May, we celebrate the 15<sup>th</sup> anniversary of establishing the Czech Telecommunication Office in its current form. The monitoring report also informs about new fees introduced by the operators and reflects about the amendment to the Electronic Communications Act which entered into force on 1 April.**

The operators adjusted their price lists and general terms and conditions with regard to the amendment. In the last quarter, CTU also registered higher amount of complaints and inquiries. This concerns mainly the subscriber contracts.

In connection with the amendment to the Electronic Communications Act, consumers may request a refund of unused credit for prepaid services when changing service providers from 1 April 2020; this service may be charged under the law if this is set forth in the contract, and the amount of the charge must correspond to actual costs which the service provider being left has demonstrably incurred in returning the balance. All three largest operators used the option to charge this service and introduced new fees. The highest fee, CZK 199, was introduced by O2. The amount of fees charged will be verified by CTU.

In connection with the amendment, the operators also adjusted their general terms and conditions and price lists. With regard to an increased number of inquiries, CTU once again informs that cancelation of penalty for early termination of fixed-term contracts pursuant to the amendment applies only to consumers and natural persons engaged in business, not to corporate customers. All changes brought by the amendment are explained in detail in the [last monitoring report of 2019](#).

The monitoring report is available [here](#).

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