



Czech
Telecommunication
Office

20 25

Annual report

Czech Telecommunication Office

Annual report of the Czech Telecommunication Office for 2025

Annual Report on Universal Service
Annual Report on the Provision of Information Pursuant to Act No. 106/1999 Coll.
Information on the Handling of Complaints
Concerning the Activities of the Czech Telecommunication Office
Annual Report on the Out-of-Court Resolution of Consumer Disputes

Czech Telecommunication Office in a nutshell

The Czech Telecommunication Office (hereinafter referred to as “the Office” or “CTU”) is an independent regulatory authority in the electronic communications and postal services sector. It has been designated by the Government as national Digital Services Coordinator starting in 2023. On 28 May 2025, the government decided by Resolution No. 394 that CTU will be one of the market supervisory authorities under the Artificial Intelligence Act and was designated as one of the entities preparing for exercising this new competence.

CTU is based in Prague and has also six regional offices and two specialised measurement centres focused on continuous monitoring of the radio spectrum.

The Office's mission is to develop the business environment, create conditions for fair competition, technological innovations and infrastructure development, as well as to protect consumer rights. When it comes to digital services, CTU's task is to ensure that all users have equal conditions.

CTU works together with relevant public authorities and organisations protecting consumer interests. It is also an active member of the Body of European Regulators for Electronic Communications (BEREC), a member of the European Regulators Group for Postal Services (ERGP) and a member of the European Board for Digital Services (EBDS), which brings together national Digital Services Coordinators.

In 2025:

in electronic communications:

- **we actively supported** efforts to improve the accessibility and quality of services;
- **we established and implemented specific measures** to provide mobile coverage in rural areas;
- **we collaborated with the Ministry of Industry and Trade to develop measures** to facilitate the construction of new, modern, high-capacity networks;
- **we completed the sixth round of analyses of wholesale termination markets** (former Market No. 1—Wholesale call termination on individual public telephone networks provided at a fixed location and former Market No. 2—Wholesale voice call termination on individual mobile networks);
- **we submitted a draft Radio Spectrum Management Strategy to the government** for approval and subsequently carried out the tasks outlined therein;
- **we fostered active collaboration and communication** with industry representatives and the professional community;

in the field of postal services:

- **we ensured that universal postal services met the necessary quality** standards and remained affordable;
- **we monitored compliance** with newly imposed obligations for the provision of universal services;
- **we took the necessary steps** to notify the reimbursement of net costs to the postal licence holder and to pay compensation for the previous period;
- **we collaborated on the legislative process** for the proposed amendments to Act No. 29/2000 Coll., on postal services (hereinafter referred to as the “Postal Services Act”);

in the area of preparation for the future role of national Digital Services Coordinator:

- **we launched** a separate website DSA Czech Republic;
- **we established** the DSA Advisory Panel to provide external support and consultation;
- **we developed and launched** a self-identification calculator to help undertakings navigate their obligations;
- **we ensured oversight** of the obligations of Very Large Online Platforms during the election period for the Chamber of Deputies of the Parliament of the Czech Republic;
- **we organised workshops** with representatives of service providers and experts in the field/ professional public;
- **we worked on the negotiations** on the draft new Digital Economy Act together with the Ministry of Industry and Trade;

in preparation for the supervision of Artificial Intelligence

- **we established a team of experts** to prepare for our new supervisory role;
- **we launched a dedicated section** on our website for Artificial Intelligence;
- **we organised a workshop** on the Artificial Intelligence Act;
- **we worked closely with other market supervisory authorities** to clarify future powers and responsibilities and mutual cooperation;
- **we got involved in initiatives within the academic sector**, specifically in the activities of the Czech Academy of Sciences and the Faculty of Law at Charles University;

for consumers and service users:

- **we continued to ensure** strong protection of their rights;
- **published informational materials** containing useful tips and recommendations;
- **we handled their complaints** and submissions regarding the conditions, quality and price of services;
- **we issued a total of 23,887 decisions** in the first instance of the administrative proceedings;
- **we trained a total of 7,188 people** through 303 lectures organized by the Telecommunication Academy, including 4,014 children and young people;
- **we ensured the continuation of discounts on electronic communications** services for low-income individuals and people with severe disabilities;
- **we were one of the first government agencies to launch an ePortal** for submitting suggestions and requests via online forms, thereby simplifying access to our services for the general population and undertakings.



A Word of Introduction by the CTU Council Chairman



Dear friends,
Before delving into the technical sections of this Annual Report, allow me to share with you an overview of the main activities of the Czech Telecommunication Office over the past year.

In last year's annual report, I already pointed out the gradually expanding scope of our Office's regulatory and supervisory activities. From the markets of electronic communications and postal services—which have been historically subject to our oversight for the longest time—our scope of work is increasingly extending into the digital online services sector. This significant transformation of CTU into a multidisciplinary supervisory and regulatory body continued in 2025. At the end of May last year, as part of the approval of the implementation process for the Artificial Intelligence Act (AIA), the Czech Telecommunication Office (CTU) was also designated as one of the future surveillance authorities for the making available of Artificial Intelligence systems on the market. It would be no exaggeration to say that 2025 was not only a year in which we actively carried out our current initiatives, but also another year of preparing for the rapidly changing digital landscape.

Today, the role of a regulator is no longer limited to market oversight but increasingly involves the ability to create a predictable environment for the development of modern digital infrastructure—an environment that

encourages investment in new technological solutions and services, while also ensuring that customers and users can rely on the availability of high-quality services and feel secure when using them.

That is why, last year, we focused on further improving mobile signal coverage in rural areas which have not yet received adequate coverage, supporting the deployment of modern high-capacity networks, and ensuring the effective radio spectrum management. I believe that the total annual investment of more than CZK 20 billion in electronic communications infrastructure also reflects the telecommunications sector's ongoing commitment to improving the quality and accessibility of its services for customers. Last year, we also devoted significant attention to the postal services sector. It was the first year of the five-year term of the new postal licence. We have successfully completed the notification process with the European Commission regarding the possibility of paying compensation to the postal licence holder for the net costs incurred by providing universal (postal) services. This made it possible to ensure compliance with the terms of the new postal licence, thereby guaranteeing access to universal services for citizens throughout the Czech Republic.

As in previous years, we have placed a strong emphasis on consumer protection. For many people, the Czech Telecommunication Office is the institution they turn to when they need practical assistance, a clear explanation, or a fair decision. In 2025, we continued to fulfil this role not only through our decision-making and complaint-handling activities, but also through our preventive and educational initiatives. In this context, I am particularly pleased with the record-breaking scope of activities carried out by our Telecommunication Academy, which helps children, young people, parents, and seniors navigate the digital world more effectively and take advantage of all it has to offer in a safe manner.

Of course, we strive to make our services as user-friendly as possible for our clients. That is why, last spring, we were one of the first government agencies to launch the ePortal for submitting suggestions and requests online. Our long-term goal is to make our services more accessible, easier to navigate, and more convenient. We will continue this trend this year as well, when, among other things, we plan to expand the functionalities of our visualisation portal, the "VPortal," and use it to provide the most comprehensive information possible on the quality and availability of digital infrastructure in individual locations across the Czech Republic.

For the Czech Telecommunication Office, 2025 was once again a year marked by new challenges, significant regulatory activities, and the day-to-day man-



agement of all our tasks. I am confident that we have fulfilled our duties with distinction. I believe that our approach—based on thorough preparation of our policy proposals and regulatory measures, open dialogue with experts, and cooperation with other institutions—is the foundation that enables us to respond to technological changes in a professional and timely manner.

I would, of course, like to thank all the employees of the Czech Telecommunication Office for their dedication, professionalism, and ability to handle both routine and new challenging tasks. I would also like to thank my colleagues on the CTU Council. Last but not least, I would also like to thank all representatives of partner government and specialized public administration agencies, undertakings in the markets we oversee, and representatives of the professional and user communities for their cooperation, which is essential to the effective performance of our duties. I sincerely appreciate the support we receive.

Yours sincerely,

Marek Ebert
Chairman of the Council
of the Czech Telecommunication Office

CTU COUNCIL

Since 1 February 2023, CTU has been headed by Council Chairman Marek Ebert, whom the government appointed to serve another three-year term as Council Chairman, effective 1 April 2025. In 2025, the other members of the CTU Council were Jiří Šuchman, Lukáš Zelený, Marek Vrbík, and Vlastimil Turza, who was appointed by the government effective 9 June, thereby replacing Jiří Peterka, whose term as a Council member had ended in early June.

In addition to jointly exercising the powers entrusted to the CTU Council by law, individual Council members also collaborate with the specialised departments in other specific areas. Vlastimil Turza focuses on consumer protection and administrative decision-making; Jiří Šuchman focuses on the regulation of the postal services market, radio spectrum management, and other regulatory activities in the electronic communications market; Lukáš Zelený supports the Office's activities in the area of consumer protection, the Telecommunication Academy, and educational publishing activities, and Marek Vrbík focuses on Artificial Intelligence, digital services, and network and service security.

We prodvide:



**Price and quality of
service comparison
tool**



**Spectrum utilisation
portal**



**Visualisation Portal
of telecommunication
services**



**Telecommunication
academy**



Open data portal



**Electronic data
collection portal**



**Portal to register
in the 60 GHz and
5 GHz bands**



NetTest



Executive Summary

In 2025, we were actively involved in ensuring the availability and quality of electronic communications and postal services. We continued our follow-up activities in preparation for our role as national Digital Services Coordinator, including information and educational initiatives aimed at both professionals and the general public. In addition to enforcing regulatory measures and overseeing the market, our main priorities included consumer protection, supporting technological development, and expanding infrastructure. We also addressed the issue of providing coverage in areas without mobile signal and, last but not least, ensuring the efficient radio spectrum utilisation.

Electronic communications

In February 2025, the President of the Czech Republic signed an amendment to the Electronic Communications Act, which, in addition to technical legislative changes, significantly expanded our powers and responsibilities in the area of settling subscriber disputes. Among other things, the amendment introduced a number of measures designed to facilitate the deployment of public communication networks. We have also been granted the authority to maintain a so-called single list of blocked websites.

■ We have completed the analysis and published reports on the wholesale termination markets (former Market No. 1—Wholesale call termination on individual public telephone networks provided at a fixed location and former Market No. 2—Wholesale voice call termination on individual mobile networks) as part of the sixth round of relevant market analyses. Following their conclusions, decisions were issued withdrawing the designation of undertakings with significant market power (SMP), and the regulatory obligations previously imposed were simultaneously lifted.

We have renewed Vodafone's radio frequency block allocation, thereby ensured the continued use of the relevant frequency bands and confirmed the coverage obligations set forth in the terms of the block allocation. Improving mobile signal coverage, particularly in so-called white areas is one of our top priorities. In cooperation with the Ministry of Industry and Trade of the Czech Republic and mobile operators, we have laun-

ched a joint five-year project under which each operator will provide new coverage for 200 locations through its own network deployment and for additional 300 locations through the sharing of existing infrastructure. We actively engage with both telecom operators and individual mayors when they reach out to us.

We conducted an inspection of compliance with the development criteria for nationwide DAB+ networks, under which block allocation holders were required to cover at least 50% of the population of the Czech Republic and at least 50% of the length of the country's motorways within 18 months. Both holders have not only met the first criterion but have also met the second development criterion—namely, ensuring coverage of at least 80% of the population of the Czech Republic and 80% of the length of the country's motorways—more than a year ahead of schedule.

Throughout the year, we regularly assessed the effectiveness of measures against spoofing, and the results show that the regulatory measures adopted, combined with self-regulatory measures on the part of operators, are sufficiently effective.

We continued to actively collaborate with the relevant parties as part of the subsidy call “Technical Devices (Repeaters) for 5G in Railway Coaches”, which is expected to improve mobile signal coverage in more than 670 railway coaches. The completion date has been moved to the first quarter of 2026.

Postal services

As part of our ongoing oversight of the quality and availability of universal (postal) services, we have prepared and published a Summary report on fulfilment of obligations imposed on the postal licence holder, Česká pošta, s.p., in the area of universal services for the year 2024. We also ensured the successful completion of the notification of reimbursement of net costs to the postal licence holder, Česká pošta, s.p. (hereinafter referred to as “Česká pošta”), for fulfilling its obligation to provide universal postal services during the 2023–2024 period, and we disbursed a payment of CZK 3.75 billion through our budget. At the same time, we have arranged for notification regarding the reimbursement of net costs for the new period (2025–2029).

We worked together with the Ministry of Industry and Trade on drafting amendments to the Postal Services Act.

Digital services

We continued preparation for our future role as national Digital Services Coordinator. To support the fulfilment of the mission of the coordinator, we have established the CTU Advisory Panel on matters related to the DSA. The Advisory Panel is an expert platform that provides us with professional insights and consultations to ensure effective oversight of the digital services market. The Advisory Panel consists of representatives from the public sector, academia, and the business commu-

nity, as well as representatives from user organisations.

We have developed and launched a dedicated DSA Czech Republic website, where all the necessary information is clearly and easily accessible. At the same time, we have developed and launched a self-identification calculator to help undertakings understand their status and obligations under the DSA. We also organised professional workshops with representatives of service providers and experts in the field.

As part of our supervisory activities, we oversaw compliance with the obligations of Very Large Online Platforms (VLOPs) during the elections to the Chamber of Deputies of the Parliament of the Czech Republic. We also actively participated in the discussions on the draft Digital Economy Act in cooperation with the Ministry of Industry and Trade.

Preparing for a supervisory role in the area of Artificial Intelligence

As part of our preparations for the supervision of Artificial Intelligence (AI), we have established an expert ‘Tiger team’ consisting of 6 external experts and 4 CTU representatives. We have created and launched a dedicated section on the CTU website focused on AI. We organised a workshop for industry representatives and other relevant government agencies on the AIA and the rules for its practical implementation. At the same time, we worked closely with other prospective market surveillance authorities to clarify the future division of powers and responsibilities, and we participated in initiatives led by the academic sector as well as in international cooperation through a working group under the European Union and the AI Board. We outlined the role of CTU in the supervision of AI to journalists at a press breakfast and at industry conferences, where we highlighted our readiness and clarified the principles of our future oversight approach.

Inspection activities

We continued our inspections of entities suspected of circumventing the legal requirements for conducting communications activities and carrying out business activities in the electronic communications market. In this area, we started inspections of 20 entities in 2025, and 11 of them had already brought their operations into compliance with the law by 2025.

We worked closely with representatives of municipalities and the Senate Standing Committee on Rural Development to address their complaints regarding insufficient mobile signal coverage in specific locations and their request to include these areas on the list of areas without coverage. Based on these suggestions, measurements were taken in 244 municipalities, including locations that could not be assessed during previous measurements for technical reasons. The results were continuously evaluated and used to update the list of areas without mobile coverage. In 2025, 282 basic residential unit were newly added to the list of

white areas. Following the evaluation, all submitting parties are sent detailed information about the findings and recommendations for next steps. In 2025, a total of 258 submitting parties were notified in this manner.

In order to expand signal coverage in insufficiently covered areas—so-called “white areas”—we completed a survey of 4G/5G mobile network coverage in all 76 districts of the Czech Republic and in the City of Prague in the autumn of 2025. A total of 9,224 basic residential units were measured, home to 76.7% of the Czech Republic’s population. The measurement has identified an additional 392 basic residential units where mobile network coverage is inadequate. The aforementioned basic residential units were added to the list of so-called “white areas”, which contained a total of 1,754 basic residential units as of 31 December 2025. In these areas, holders of frequency block allocations in the 900/1800 MHz frequency band are required to begin providing additional coverage as part of their obligation to meet development criteria, under which they must cover a total of at least 600 white areas (basic residential units) by the end of 2030.

In 2025, a nationwide inspection was conducted focusing on the delivery of mail to individuals who are permanently registered at a registration office (e.g. a municipal authority). Of the 77 randomly selected municipal authorities, letters or money orders addressed to these individuals were found at roughly one-third of them. The irregularities identified involved more than 1,300 postal items and are the subject of follow-up administrative proceedings.

Consumer protection

During the year, CTU settled 35,509 subscriber disputes of which 13,824 pending disputes were carried over from 2024 and 21,685 cases of administrative proceedings were newly commenced. A total of 23,887 decisions on the matter were issued in the period in question.

We handled 2,828 complaints about electronic communications services. Most of the complaints concerned subscriber contracts and billing for services provided. Compared to the previous year, there has been a slight increase in the number of complaints about marketing calls. We processed a total of 942 inquiries, with the majority concerning billing for services provided, rights and obligations under subscriber contracts, and regulations governing advertising. We received 757 written complaints and 174 inquiries regarding postal services.

We have secured the continuation of discounts on internet and calls for people with disabilities or low income. The Office imposed an obligation on 4 providers to offer special prices in such a way to not to interrupt the existing discount. To raise awareness of the opportunity to take advantage of the discount, we produced an informational spot that was broadcast on Czech Television.

We have simplified access to our services and launched an ePortal on our website that allows users to submit requests via electronic forms. For example, it is possible to apply for individual authorisations, register for professional qualification exams, submit an objection to a claim settlement, register a business activity, and much more.

The year 2025 was a record-breaking year for our Telecommunication Academy. Thanks to 17 instructors from among our staff, a total of 303 presentations were held on digital literacy, online safety, and navigating telecommunications and postal services. A total of 7,188 people participated in the educational activities, including 4,014 children and young people. The Telecommunication Academy has long been dedicated to educating people of all ages. In addition to traditional presentations for seniors, activities aimed at children, young people, and their parents also gained equal prominence in 2025. The content of the presentations addresses current developments in the digital environment and places particular emphasis on preventing risky online behaviour, cybersecurity, critical thinking, and empowering users. The presentations aiming at children and parents have been very well received.

Economic Management in 2025

	(in thousands CZK)
Fees for frequencies and numbers	1 213 849,22
Administrative fees collected	25 523,30
Penalties collected	3 610,19
Frequencies block allocation renewal	381 000,00
EU fund	4 248,88
Other income	2 161,91
Total Income	1 630 393,51
Reimbursement of net costs resulting from the provision of universal service and from the loss resulting from the provision of special prices	58 395,57
Reimbursement of net costs for universal postal services	3 750 000,00
Expenses to ensure the operation of the Office	743 547,12
Total Expenditure	4 551 942,69

CTU's Main Plans for 2026

In the coming year, the Office will mainly focus its activities on the following:

- Regulation, supervision, and consumer protection in the electronic communications and postal services sector;
- Incorporation of all new supervisory powers in the digital services and AI sectors;
- Further accelerating mobile signal coverage in so-called “white areas” to improve the availability of mobile services for end users;
- Evaluation of the implementation of the subsidy call under the National Recovery Plan entitled “Technical Devices for 5G in Railway Coaches”, including the disbursement of subsidy funds;
- Cooperation with other agencies to finalize proposals for measures to enhance the resilience of networks during crises;
- Cooperation in the negotiations on the new framework for electronic communications, the Digital Networks Act, and in the preparation of review of the Regulatory Framework for the postal services market, the Delivery Act;
- Participation in negotiations on proposals to simplify current EU legislation (Digital and AI Omnibus Directives);
- Fulfilling the tasks set forth in the Spectrum Management Strategy;
- Preparation of a strategy for the further development of the Telecommunication Academy;
- Promoting consumer awareness and assisting in the protection and enforcement of their rights;
- Development of our tools, such as NetTest and VPortal, including the implementation of new features and services;
- Completion and evaluation of the inspection of associations regarding their compliance with the requirements for carrying out communications activities under the Electronic Communications Act;
- Cooperation with the electronic communications, postal, and digital services sectors;
- Organisation of expert workshops and meetings that allow sufficient opportunity for discussion among all participating entities.

Content

A Word of Introduction by the CTU Council Chairman	6
Executive Summary	10
1. Situation of the Electronic Communications Market and Postal Services Market in 2025	16
1. Electronic communications market	17
2. Postal services market	30
2. Expert and administrative activities of the Office	40
1. Consumer protection	42
2. Settlement of subscriber disputes and complaints by the users of the services	45
3. Inspection activities	48
4. Extended coverage of white areas	51
5. Frequency spectrum monitoring and measuring system of electronic communication	52
6. Frequency spectrum management	54
7. Number management	56
8. Dispute settlement between entities carrying out communication activities	57
9. Dispute settlement pursuant to Sections 5, 9, 10 and 14 of Act No. 194/2017 Coll.	57
10. Crisis management and security	57
11. International activities	58
12. Communication activities	59
3. Legal Framework and the Need for Legislative Changes	64
1. Legal framework	65
2. Information on the need to pass new regulations or amend the existing regulations	71
4. Organisation and Operation of the Office	74
1. Financial results of the Office	75
2. Management of non-budgetary funds	75
3. Results of external audits	76
4. Human resources	77
5. Mandatory Parts of the Annual Report	78
1. Annual Report on the universal service	79
2. Annual Report of the Czech Telecommunication Office on provision of information pursuant to act No. 106/1999 Coll., on free access to information, as amended	80
3. Annual report of the Czech Telecommunication Office on out-of-court settlement of disputes (Section 20k(4) and (5) of the Consumer Protection Act)	82
4. Information on handling complaints about the activities of the Office	84
Annexes to the CTU Annual Report 2025	86
1. Sources of Interference of Electronic Communications Equipment and Networks – 2025	87
2. Overview of Subscriber Disputes in Electronic Communications Services for 2025	87
3. Subscriber / User Complaints on Electrocommunications Service in 2025	87
4. Overview of Control Activities Postal Services and Subscriber Disputes for 2025	88
5. Inquiries, Complaints and Telephone Inquiries in Postal Services for 2025	88
6. Overview of Decisions Issued on Individual Authorisation to Use Radio Frequencies in 2025	89
7. Verification of Professional Competence to Operate Radio Equipment in 2025	90
8. Measure of General Nature under the Electronic Communications Act issued in 2025	91
9. Fulfilment of binding indicators of state budget in 2025 (in thousands of CZK)	92
10. Chapter indicators - budget overview for 2026 (in thousands of CZK)	93
List of charts	94
List of tables	95



1

Situation of the Electronic Communications Market and Postal Services Market in 2025

1. Electronic communications market

Consolidation of the market for access services and related network infrastructure

Within the PPF Group, transactions initiated in the previous year were completed—following a demerger, the operator M.NET Studénka was integrated into CETIN (existing network infrastructure) and O2 (services, including the customer base). The acquisition of Nordic Telecom Regional was completed in the same manner as of 1 April.

Other major market players followed a similar approach. Within ČEZ Group, the providers INTERNEXT 2000, KABELOVÁ TELEVIZE CZ, and WMS, controlled by Telco Pro Services, merged with other group members—ČEZNET (assets related to access infrastructure, operations, and the customer base) and Telco Infrastructure (optic fibre infrastructure)—as of 1 October following the split. Matrigo, an operator controlled by Quantcom, was also split into two parts as of 1 January, and these were merged with the parent company or, more precisely, with its other subsidiary, Pe3ny Net, into which Quantcom had spun off its retail services. Quantcom, formerly known as Dial Telecom, acquired a spin-off division of VIVO CONNECTION on 8 December, which includes the provision of communication services.

Other major operators were also active—PODA gradually acquired the providers JON.CZ and KATRO SERVIS over the course of the year, and both subsequently merged with their parent company on 1 November. On 1 April, České Budějovice-based STARNET acquired the internet service providers VOGELNET and JHComp, and as of 31 December, it merged with three companies—iWebs, NOVANET Systems, and TEWECO GROUP—in which it was the sole shareholder. In July, Vodafone acquired the spun-off division of WIA, which provides internet access services at a fixed location to end customers via the CETIN network, and on 1 December, AVONET merged with the operator SUPRO, which it had controlled since the beginning of the year.

Investment in electronic communications networks and services

According to preliminary data from the Office's data collection, the total investment in mobile networks in the Czech Republic in 2025 reached roughly CZK 8.5 billion, of which approximately CZK 4.6 billion was invested in tangible assets of mobile networks. In the same period, over CZK 13 billion was invested in fixed networks, of which more than CZK 11 billion went to tangible assets

Additional information on the development of the electronic communications market in 2025 is provided in the following chapters of this Annual Report. From the perspective of developments in the mobile and fixed location markets, the Office focuses on the key segments of these markets, namely mobile data services and internet access services provided at a fixed location. More detailed information on the development of the electronic communications market is regularly published by the Office in the Report on Market Development¹ and the Report on Price Development², in which it describes in detail the situation on the electronic communications market in terms of individual services.

1.1 Mobile services market

In 2025, mobile network operators (hereinafter also referred to as “MNOs”³) T-Mobile, O2 and Vodafone, as well as dozens of other business entities as mobile virtual network operators (hereinafter also referred to as “MVNOs”⁴) were active in the mobile services market. On the basis of information available to the Office, two MVNOs – Tesco Mobile and COOP Mobil – were co-owned by an MNO (O2 and Vodafone).⁵ In addition to their own primary brands, some mobile service providers have also used additional brands (branded resellers)⁶ in the retail market, which act as additional sales channels for the core operators, in most cases MNOs.

The following table provides a basic overview of the number of service providers in each category in the mobile market.

Table 1: Service providers on the mobile services market in 2025*

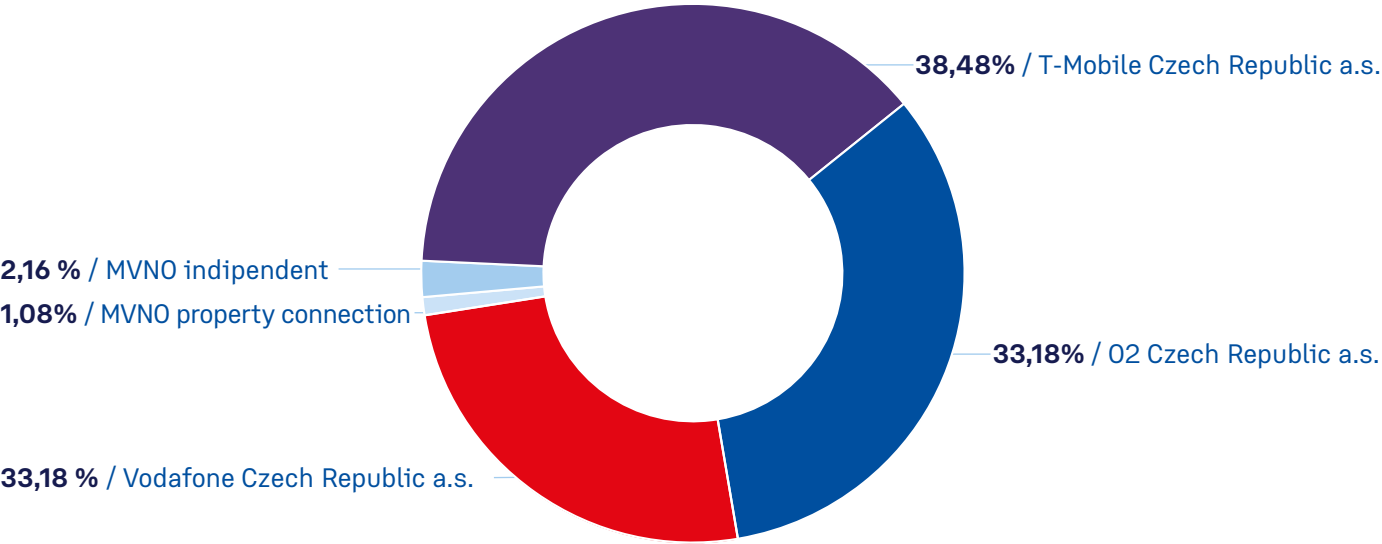
Provider type	Number of providers*
MNO	3
MVNE	7
MVNO (total nominal number)	89
of which MVNO >100 000 SIM cards	2
Branded reseller	4

* Data valid as of 30 June 2025.

The evolution of the number of active SIM cards⁷ shows that the three MNOs continue to dominate the vast majority of the mobile market. Specifically, in mid-2025, they achieved an aggregate market share of 96.76% of the number of active SIM cards, which is practically the same year-on-year value as in mid-2024. The aggregate share of all MVNOs was thus the remaining 3.24% in mid-2025, while the market share of independent MVNOs was 2.16%, as shown in Chart 1. In terms of aggregate retail sales of mobile servi-

1 Report on Market Development 2020-2024: https://ctu.gov.cz/sites/default/files/obsah/stranky/472017/soubory/zovt_2024.pdf
2 Report on Price Development 2020-2024: https://ctu.gov.cz/sites/default/files/obsah/stranky/472018/soubory/zovc_2025_2025_09_30.pdf
3 Mobile Network Operator - an entity providing mobile services to end subscribers on its own behalf, with its own radio access network.
4 Mobile Virtual Network Operator - an entity providing mobile services to end subscribers on its own behalf who does not have its own radio access network or, more precisely, does not have its own block allocation of frequencies for deploying a radio access network.
5 Tesco Mobile ČR s.r.o. (50% ownership interest owned by O2) and COOP Mobil s.r.o. (1/3 ownership interest owned by Vodafone).
6 BLESKmobil, MOBIL.CZ, OpenCall and innogy Mobil, as of 30 June 2025.
7 Active SIM cards are SIM cards for which a valid contract on provision of services has been signed (post-paid) or which were used for calls, sending SMS, MMS message or for data services at least once in the last three months of the period in question (pre-paid), as well as for M2M services.

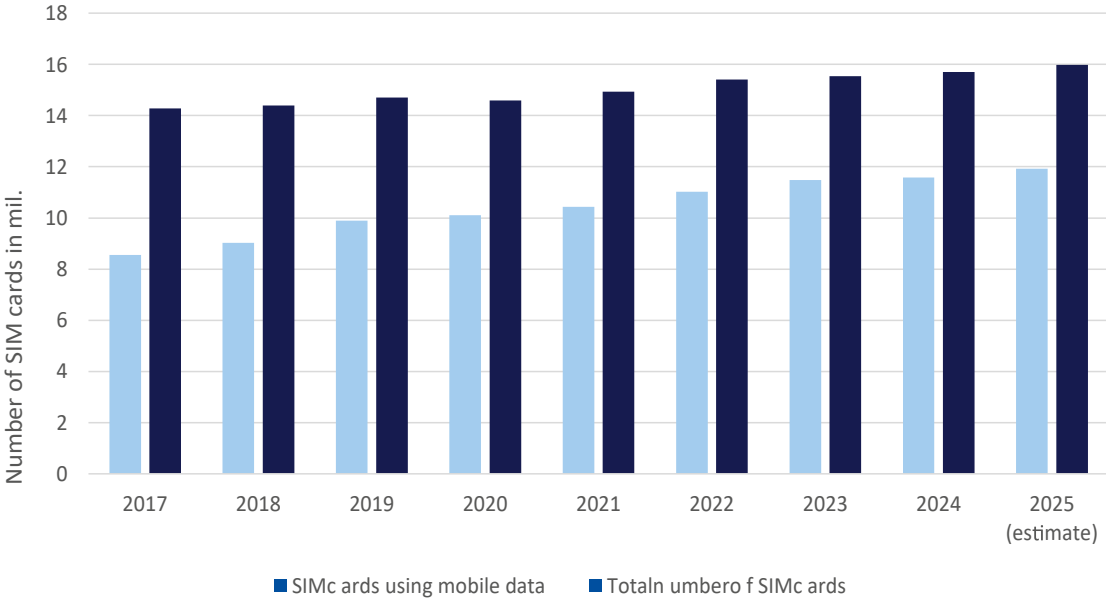
Chart 1: Market shares based on total number of active mobile SIM cards in the retail market in mid- 2025



ces, the MVNOs that are equity-independent achieved a market share of 1.79%, the two MVNOs co-owned by MNOs 0.44%, and the remaining 97.77% was shared by MNOs.

In 2025, the three largest MVNOs were Tesco Mobile ČR, ČEZ Prodej, and GoMobil. Only the two first-mentioned MVNOs reported more than CZK 100 thousand active SIM cards. Households continued to make up the majority of the customer base of virtual operators (93.6%). For MNOs, household SIM cards accounted for 56.5% of their total portfolio. The MVNO market share in the household segment reached (by number of SIM cards) 5.3%.

Chart 2: Mobile data SIM cards number evolution compared to the total number of SIM cards in the period 2017-2025



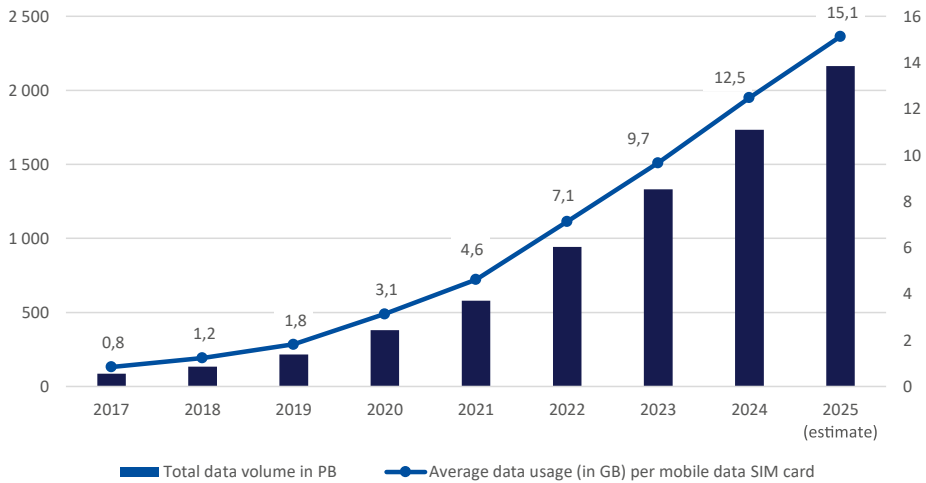
The total number of active SIM cards, including SIM cards used for M2M⁸ services, is estimated by the Office to reach almost 16 million at the end of 2025. The number of pre-paid SIM cards continued to decline slightly in 2025, while post-paid SIM cards, which typically include not only unlimited calls and SMS but also sufficiently high or unlimited mobile data volumes, have seen further growth in recent years. Compared to the previous period, the share of post-paid SIM cards reached over 79%. The number of M2M SIM cards also continued to grow slightly, reached 2 million.

Mobile data services
In 2025, mobile operators offered mobile data services

for mobile phones or smartphones as well as for other

8 Machine to machine – designation used for direct communication between devices/systems.

Chart 3: Trends in the total volume of mobile data transmitted and average data usage per mobile data SIM card from 2017 - 2025



terminal equipment devices such as tablets, laptops and other wearables. According to the Office's estimates, the total number of mobile SIM cards using Internet access (hereinafter also referred to as "data SIM cards") exceeded 11.9 million, which is close to three quarters of the total number of mobile SIM cards. The development of both indicators over the period 2017-2025 is shown in Chart 2.

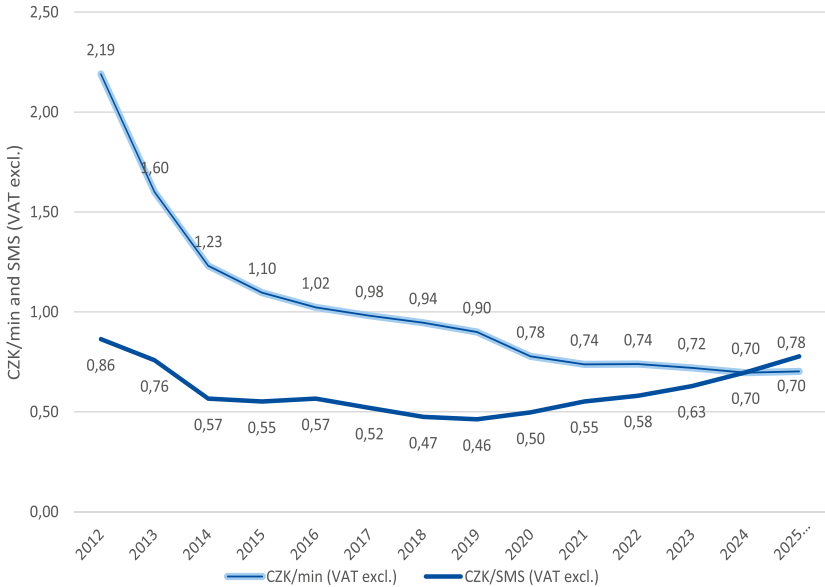
Volume of mobile data transferred
The total volume of mobile data transferred⁹ in 2025 is estimated by the Office to have reached 2.16 thousand PB, and its year-on-year growth can be estimated at approximately 25%. This growth reflects the fact that the penetration of high or unlimited mobile data tariffs, whose share of the total number of SIM cards using mobile data increased by just under 5 percentage points year-over-year to 32.2%, is increasing among

customers. Correlated with this is the growth in average monthly data usage per mobile data SIM, which the Office estimates reached 15.1 GB in 2025, representing a 21% year-on-year increase. The development of the two indicators over the period 2017-2025 is shown in Chart 3.

Prices of mobile services

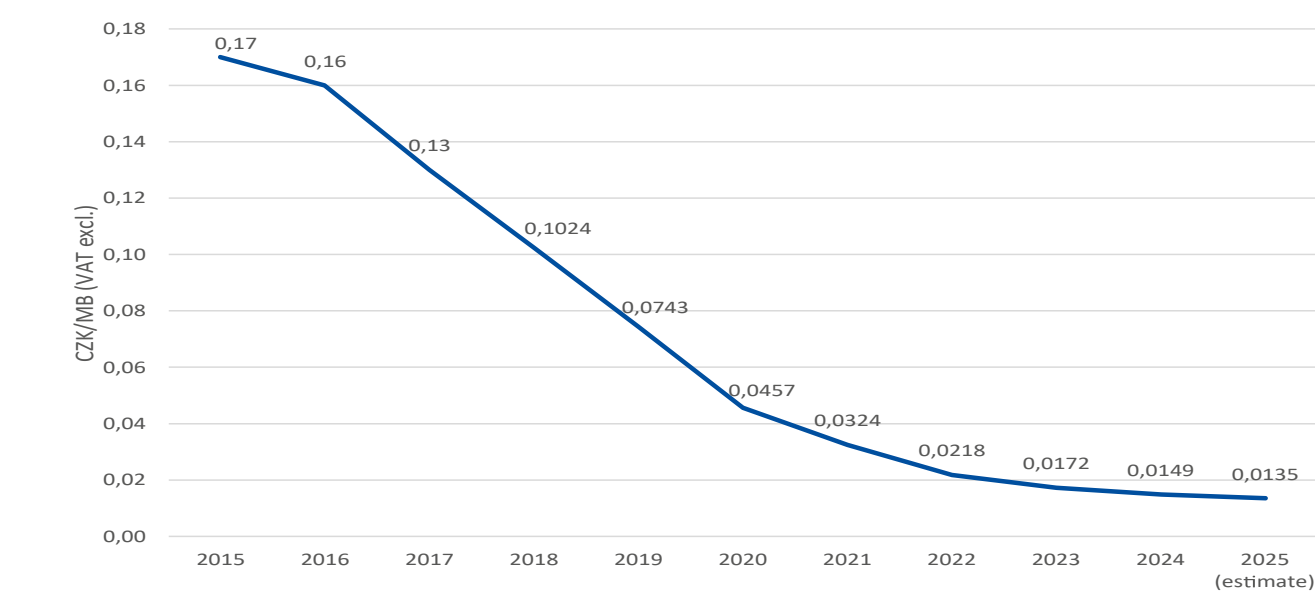
Price development according to average minute price for mobile calls and SMS
The long-term trend of decrease of the average price per minute of call stopped in 2025. The average price in the first half of 2025 remained unchanged from the average for the whole of 2024, standing at CZK 0.70 per minute. However, the situation was not static across individual customer segments, as the average price for business customers increased by 4.4%, while

Chart 4: Average retail price for actual called minute and SMS



9 Represents the total data traffic generated by subscribers (download and upload). It does not include data traffic from M2M services and fixed LTE or fixed 5G services, which fall under the category of services of Internet access at a fixed location.

Chart 5: Average retail market price per 1 MB of transferred data



for non-business (residential) customers it decreased by 1.8%.

The downward trend in the average price per SMS sent stopped in 2019 and the average price has been rising since then. The reason for this is the declining use of this service, which is gradually being displaced by the use of communication apps based on data transmission.

Prices of the internet in a mobile phone service (mobile data prices)
Throughout 2025, there were no significant changes in the data service offers of mobile operators, with the exception of Vodafone, which introduced new “sLimit” and “BezLimit” tariff series and removed the cheapest tariffs with 1 GB of data for CZK 325.91 and CZK 434.91 per month from its price list. The cheapest tariff from Vodafone is now the sLimit S plan, priced at CZK 499 and offering a 5 GB data limit. The price of Vodafone’s cheapest plan with unlimited data, BezLimitu M, has increased from CZK 652.91 to CZK 799 per month (with a download speed of 8 MB/s instead of 2 MB/s).

Similar services with unlimited calls, SMS and data with a price up to CZK 700 were offered by three MVNOs (Moraviatel, which provides services under the brand emtčko, K-Level and ČEZ). Tariffs with unlimited data limit differ not only in price, but most often also in the maximum speed for downloading data.

With the long-term trend of increasing data limits in mobile operators’ offers, which is reflected in the growing data usage by users, the average unit price for 1 MB of data actually consumed is decreasing over time. The decrease in the average unit price is also due to the increasing consumption of existing (unchanged) data limits in tariffs by customers. The unit price decreases even in a situation where there have been no decreases in nominal tariff prices or increases in data

limits on the market. This trend is supported by the following chart. For the period in question, from 2015 to mid-2025, the average unit price for 1 MB of data (not including fixed LTE/5G) decreased by CZK 0.16, i.e., by about 92%, whereas for the period from 2020 to (mid-) 2025 it decreased by about CZK 0.032, i.e., by nearly 71%, to CZK 0.0135 per MB.

International comparison for unlimited voice/SMS/data bundles
The Office uses the method of calculating prices according to retail consumer baskets as an additional method of calculation to monitor the development of prices of mobile services. This price calculation is based on data from OECD.¹⁰

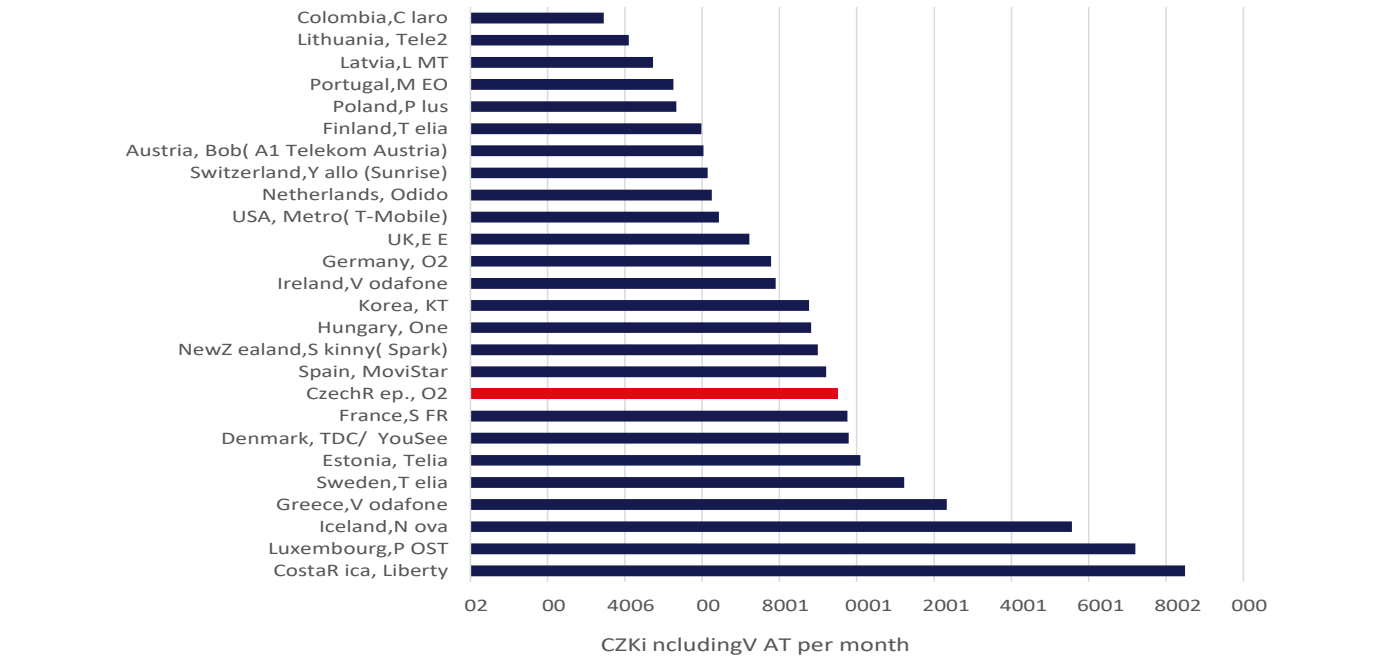
To illustrate the price level in the Czech Republic in 2025, an international price comparison of unlimited bundles (voice/SMS/data) is presented in the following chart. The price reported for the Czech Republic (CZK 952) is slightly above the average for the countries assessed (CZK 871). The comparison in the chart shows prices converted at nominal exchange rates.

Prices for international mobile services

Mobile roaming
From a legislative perspective, 2025 brought no changes to roaming regulation. Mobile operators are required to provide the services of international roaming solely in the so-called RLAH mode (Roam Like At Home) where they are obliged (save for defined exceptions) to charge prices for calls made, SMS messages sent and data used at the same prices as at home, with no surcharge.

In 2025, changes were made to regulated wholesale roaming rates, effective 1 January, when the maximum price for 1 minute of outgoing calls fell from EUR 0.022 to EUR 0.019, the price per SMS from EUR 0.004 to EUR

Chart 6: International comparison of unlimited tariffs as of November 2025



0.003, and the price per GB of data from EUR 1.55 to EUR 1.30.

In Czech crowns (CZK), this resulted in a decrease in the wholesale price for 1 minute of outgoing calls from CZK 0.551 to CZK 0.476 (excluding VAT), for SMS messages from CZK 0.100 to CZK 0.075 (excluding VAT), and for 1 GB from CZK 38.87 to CZK 32.65 (excluding VAT).

The following table shows the maximum wholesale prices in EUR converted to CZK (excluding VAT), which are also the maximum retail surcharges on domestic prices in certain cases.

Table 2: Currently valid maximal regulated prices of international roaming (in EUR and CZK)

Maximum regulated prices	from 15. 5. 2025		
	Outgoing calls	SMS	Data
EUR/min., 1 SMS a 1 GB	0,019	0,003	1,30
CZK/min., 1 SMS a 1 GB	0,4772	0,0753	32,6521

Note.: Rate 25,117 CZK/EUR, as an average of rates set by the ECB as of 15 January, 5 February and 15 March 2025. Prices were calculated using this exchange rate as of 15 May 2025. Prices are VAT excluded.

International calls and SMS

EU Regulation 2024/1309 on Gigabit Infrastructure of 29 April 2024 amended EU Regulation 2015/2120 to extend the validity of price regulation for international communications until 30 June 2032, with a view to the eventual abolition of any surcharges on domestic retail prices like in the case of roaming.

Table 3: Currently valid maximal regulated prices (in EUR and CZK)

Maximum regulated prices	from 15. 5. 2025	
	Outgoing calls	SMS
EUR/min., 1 SMS	0,19	0,06
CZK/min., 1 SMS	4,7722	1,5070

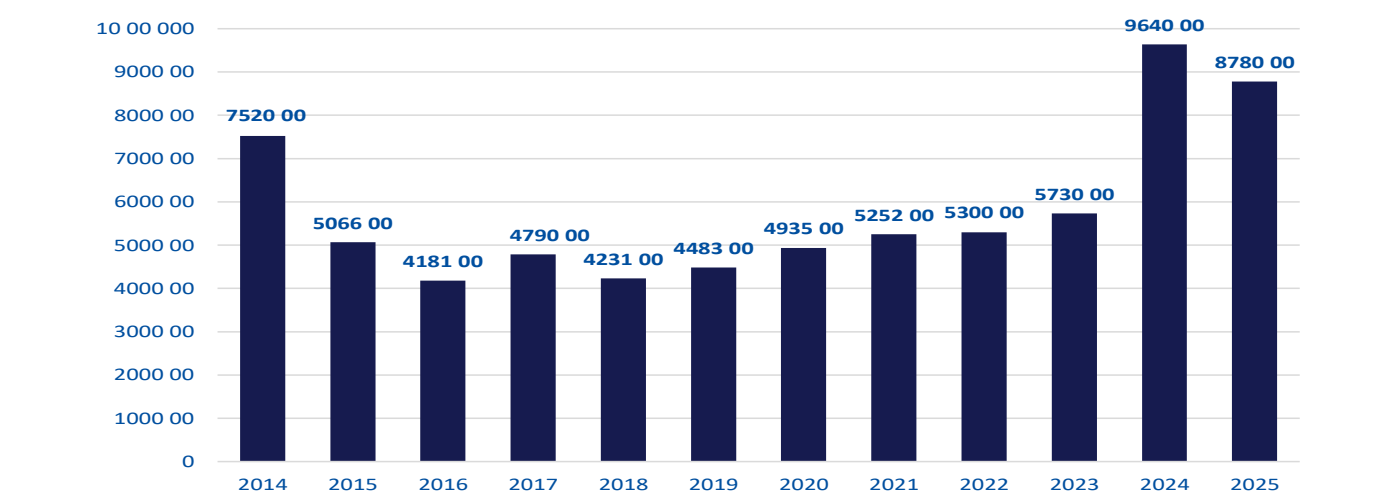
Note.: Rate 25,117 CZK/EUR, as an average of rates set by the ECB as of 15 January, 5 February and 15 March 2025. Prices were calculated using this exchange rate as of 15 May 2025. Prices are VAT excluded.

Portability in mobile networks

In 2025, the Office verified the prices charged mutually by mobile operators for mobile number portability on the wholesale market. Pursuant to Section 55(1) of the Electronic Communications Act, prices for number portability must be cost-oriented. Following its review, the Office concluded that the fee for porting a single number based on a so-called “simple order” should be a uniform amount of CZK 73 for all mobile operators, instead of the original prices, which were slightly over CZK 200. The price for porting multiple numbers under a so-called comprehensive order should be uniformly calculated using the formula CZK 45 + n × CZK 28, where “n” is the number of numbers in the order. The original price for a comprehensive order varied slightly among individual operators and was determined by a formula that specifies the ranges of values applied by the operators: <117;132> + n * <70;86>. The price for a simple order thus fell by approximately 64%, and the price for a complex order fell by more than 60% on average. Lower wholesale prices for number portability, as reflected in operators’ reference offers, reduce the costs incurred by operators when porting numbers from other mobile networks, and may thus strengthen competition in the retail mobile services market.

10 This comparison does not include the above-mentioned cheapest tariff with unlimited data from Vodafone, priced at CZK 799 per month.

Chart 7: Number of ported phone numbers – mobile networks



The number of numbers ported in mobile networks is lower than in 2024, but still significantly exceeds the numbers recorded through 2023. The number of ported numbers for 2025 is 878,000. According to the Office's findings, this figure is influenced (as it was in 2024) by the migration of the customer base among undertakings in electronic communications; in 2025, this was primarily due to the migration of approximately 230,000 telephone numbers from the defunct provider "Sazkamobil" to Vodafone's network. Chart 7 shows the trend in the number of ported numbers in the period from 2011 to 2025.

1.2 High-speed internet access services at a fixed location

In 2025, the Office estimates that the total number of internet access services provided at a fixed location was 4.271 million, an increase of 2.3% from 2024. Per 100 inhabitants, the total number of accesses increased to 39.2 (compared to 38.3 in 2024).

In 2025, unlicensed shared-band wireless technologies (referred to as WiFi) maintained their position as the most prevalent technology in the retail market for internet access at a fixed location by number of subscriptions. The Office estimates a slight decrease of WiFi subscriptions in 2025 as in 2024, i.e. approximately 1.118 million.

The number of connections via xDSL¹¹ networks saw a further year-over-year decline in 2025, falling to an estimated 957,000 connections, according to the Office, compared with 991,000 in 2024. In recent years, the growth in the number of xDSL connections has been increasingly influenced by the ongoing deployment of optic fibre access networks, which offer higher transmission capacity; consequently, there is a strong emphasis on their deployment. This is leading to a gradual

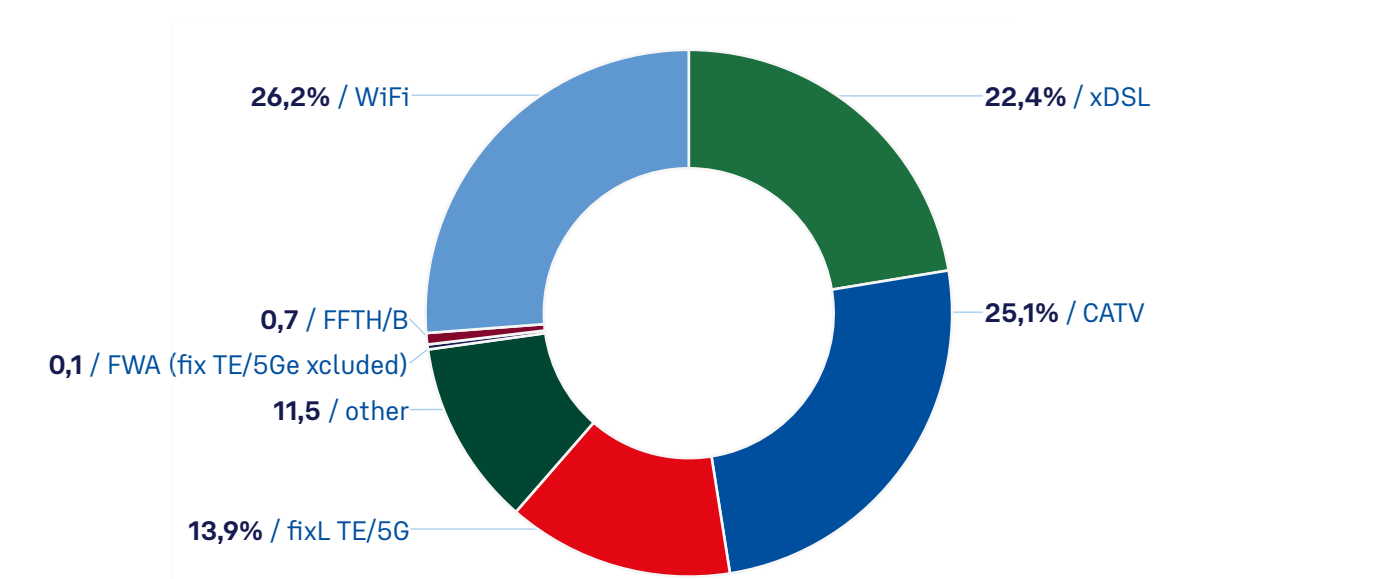
migration of customers to new networks and a decline in the use of xDSL technology.

In recent years, the development of access networks has continued to focus heavily on the deployment of FTTH/B optic fibre access networks¹². This trend continued among both the largest market players—through their own network construction or long-term co-investment partnerships—and local and regional providers. On an international scale, optic fibre networks represent a key infrastructure that ensures high-quality services over the long term, including the provision of gigabit transmission speeds. According to the Office's estimates, FTTH/B network connections saw significant year-over-year growth in 2025, reaching nearly 1.073 million connections compared to 957,000 in the previous year, representing an increase of over 12%. The number of FTTH/B connections has thus already surpassed the number of xDSL connections and is gradually catching up to the number of Wi-Fi connections. The deployment of FTTH/B networks continues to be supported by subsidy programmes administered by the Ministry of Industry and Trade, which target areas with insufficient high-speed network coverage where commercial operators do not undertake such projects due to limited return on investment. The main initiatives supported include programmes under the National Recovery Plan and the Operational Programme "Technologies and Applications for Competitiveness" (OP TAK).

Connections via CATV networks¹³ saw another slight decline in 2025. The Office estimates that the number of CATV connections will drop to approximately 594,000 (in 2024, there were 603,000).

Another relatively widespread method maintaining a stable customer base, is to access the internet at a fixed location via fixed LTE/5G.¹⁴ For these services, the Office expects a further increase in the number of sub-

Chart 8: Share of high-speed access by individual methods of technical implementation (including fixed LTE/5G services) as of 31. 12. 2025 (qualified estimate)



scriptions to around 490 thousand in 2025, compared to 476 thousand in 2024.

The number of subscriptions via wireless networks using licensed bands (FWA¹⁵ – not including fixed LTE/5G services) and other technologies (satellite, PLC¹⁶, SDSL, local area network LAN) is still relatively negligible this year. The Office estimates their value for 2025 at 40 thousand subscriptions in total.

The distribution of the retail market for services of high-speed internet access provided at a fixed location by technical implementation method and their market share at the end of 2025 is shown in the following chart.

The following table, which shows the average monthly volume of transmitted data in fixed networks per access, shows its continuous growth. The table shows a continuing increase in the average volume of data transferred, which the Office estimates its value for 2025 to be 412 GB.

Table 4: Average monthly amount of transferred data in fixed networks per one access

Year	2022	2023	2024	2025 (estimate)
Amount in GB	294,0	332,5	365,3	412

European comparison of high-speed network coverage According to the methodology of the published *Broadband Coverage in Europe in 2024*¹⁷ study, the aggregate coverage of fibre FTTH/B and CATV networks using the DOCSIS 3.1 standard, i.e. networks capable of providing

gigabit services (download), was 82.5% on average in the European Union (hereinafter referred to as "EU"). In the indicator on aggregate coverage of FTTH/B and DOCSIS 3.1 networks, the Czech Republic achieved a coverage value of 53.9%. According to the study, FTTH/B network coverage in the Czech Republic in 2024 increased by 4.6 p.p. year-on-year and reached 40.6%, which represented a difference of 28.6 p.p. compared to the EU average of 69.2%.

In terms of NGA network availability¹⁸ in an international comparison, coverage by these networks in the Czech Republic reached 90.6% in 2024, while the EU average was 94.1%. Taking into account NGA wireless (FWA) connections, NGA network coverage in the Czech Republic reached 98.8%.

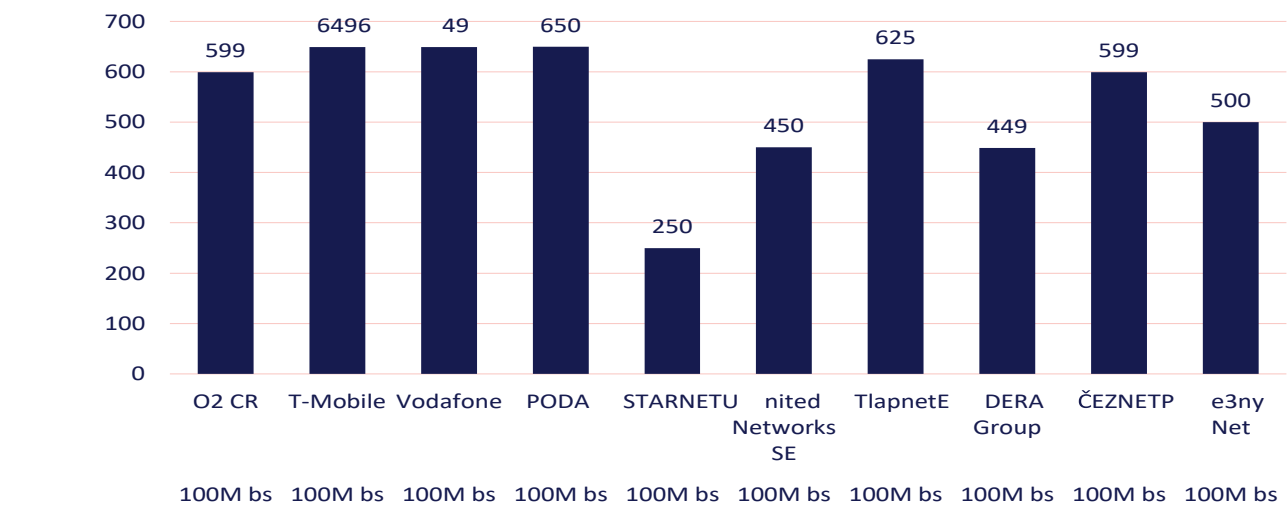
According to the aforementioned study for 2024, FTTH/B optic fibre network coverage of households in rural areas in the Czech Republic reached 10.0%, while the European Union average stood at 58.8%, representing a difference of 48.8 percentage points. According to the comparison in the study, the overall NGA network coverage of households in rural areas (excluding wireless NGA connections) in the Czech Republic stood at 68.4%, which was 14.2 percentage points lower than the European Union average.

Prices of high-speed access services There are no significant price changes in 2025 for high-speed access services. This can be illustrated by comparing the prices for high-speed internet access services below with a similar chart in the CTU's Annual Report¹⁹ for the year 2024. However, the chart shows ČEZNET s.r.o. and Pe3ny Net s.r.o. which are among the

11 Digital Subscriber Line – refers to technologies that allow existing metallic local loops to be used for high-speed access. Individual DSL types differ in the frequency band used, maximum speed and range. The indicator includes access via ADSL and VDSL technology, both within a purely metallic access network and by implementing FTTC networks, i.e. combining metallic networks with distributed optic fibre networks into the so-called rDSLAMs (remote DSLAMs).
12 Fibre to the Home/Building – a method of connection via optic fibre that are brought to the termination point of the network at the subscriber's premises or to the footing of the building.
13 A term used for the technology of transmitting video and data via cable television coaxial distribution lines, where data transmission is implemented via a cable modem and the DOCSIS standard.
14 Designation for internet access services provided at a fixed location over LTE or new 5G networks. Mobility is suppressed for these services.

15 Fixed Wireless Access – a method of providing internet access service via a wireless network access point using licensed frequency bands.
16 Power Line Communication – this technology enables internet access through the distribution system of power transmission lines
17 Available online: : <https://digital-strategy.ec.europa.eu/en/library/digital-decade-2025-broadband-coverage-europe-2024>.
18 The study includes in the NGA networks also connections implemented through VDSL, FTTH/B and CATV networks with DOCSIS 3.0. and 3.1. The NGA network coverage for the Czech Republic thus does not reflect the coverage of FWA (including WiFi) networks enabling downloading with effective speeds (download) of at least 30 Mbps. However, FWA (incl. WiFi) technology provided at a fixed location represents almost 1/4 of the market in the Czech Republic.
19 See the CTU's Annual Report for the year 2024, page 25 and 26: https://ctu.gov.cz/sites/default/files/obsah/stranky/532565/soubory/ctu_annual_report_2024_en_clean_na_web.pdf

Chart 9: Comparison of internet access service prices per selected operators in 2025



largest providers of these services, instead of Nordic Telecom Regional s.r.o.²⁰ a INTERNEXT 2000²¹.

The speed parameters of the services offered on the market range from approximately 20 Mbps up to (more often) 1 Gbps or in some cases 2 Gbps. Most providers of internet access services at a fixed location offered in 2025 an option to choose out of standard tariffs, but they usually also offered cheaper versions of the services, usually connected with the purchase of additional electronic communications services (so called bundles). On the market, it is quite common to encounter providers that offer multiple tariff groups provided on different technologies (WiFi, xDSL, optic fibre networks), while the parameters of these services (in particular the price and speed) may vary relatively significantly.

The prices of the offers of selected providers of internet access services at a fixed location are shown in the following chart. Given the existence of multiple tariff groups of some of the providers listed in the chart, it should be noted that the prices of the services with the highest coverage have been selected. Thus, in the offers of given operators, it is typically possible to find services with different parameters (e.g. higher speed for approximately the same price or lower price for approximately the same speed), but which are available only on a smaller part of their operated networks (typically optic fibre networks). Despite the influence of the difference in parameters due to different technologies, the overview shows that most of the alternative operators respond to the market developments and, as in the previous year, offer 100 Mbps as a standard connection for subscribers.

Wholesale high-speed internet access
In 2025, CETIN continued to gradually refine and adapt its reference MMO (Mass Market Offer), which today represents the basic product offer in the whole-

sale high-speed internet access market. The wholesale MMO includes providing access to a range of services provided on the IP network, such as TV signal and video distribution in addition to the basic connection for internet access. In addition to these sub-elements, the wholesale MMO also includes the possibility of ensuring access to the control systems and technical support for troubleshooting including online monitoring system.

In 2025, CETIN adjusted the prices in the reference wholesale offer (MMO) for both types of wholesale prices, i.e. one-off set-up prices and monthly prices. CETIN has increased the one-off price by 2.5% (i.e. CZK 70) for the termination point network connection service. If the wholesale partner also subscribed to broadband access services (e.g. DSL CA, Optical CA), the set-up price was charged in the amount of CZK 1. The monthly price was divided into three variants R1, R2 and R3, according to the specific (RÚIAN) address.²² For individual address groups (variants R1, R2 and R3), CETIN charges a different price depending on the speed. In 2025, the monthly prices increased up to 1%.

The following chart illustrates the development of monthly prices in 2025 based on MMO's wholesale offer.

Number portability in fixed networks
In 2025, a total of 344,642 individual telephone numbers were ported in fixed networks, which represents a year-on-year increase by 28%. Compared to the previous year 2024, the number of portings²³ in fixed networks increased by 84% to a total of 19,283 portings. The trend in the number of ported numbers in fixed networks from 2014 to 2025 is shown in Chart 11.

In 2025, the Office verified the prices charged mutually by fixed-line operators on the wholesale market for number portability in the fixed network. The fee for

Chart 10: CETIN monthly wholesale prices for high-speed access (MMO reference offer)

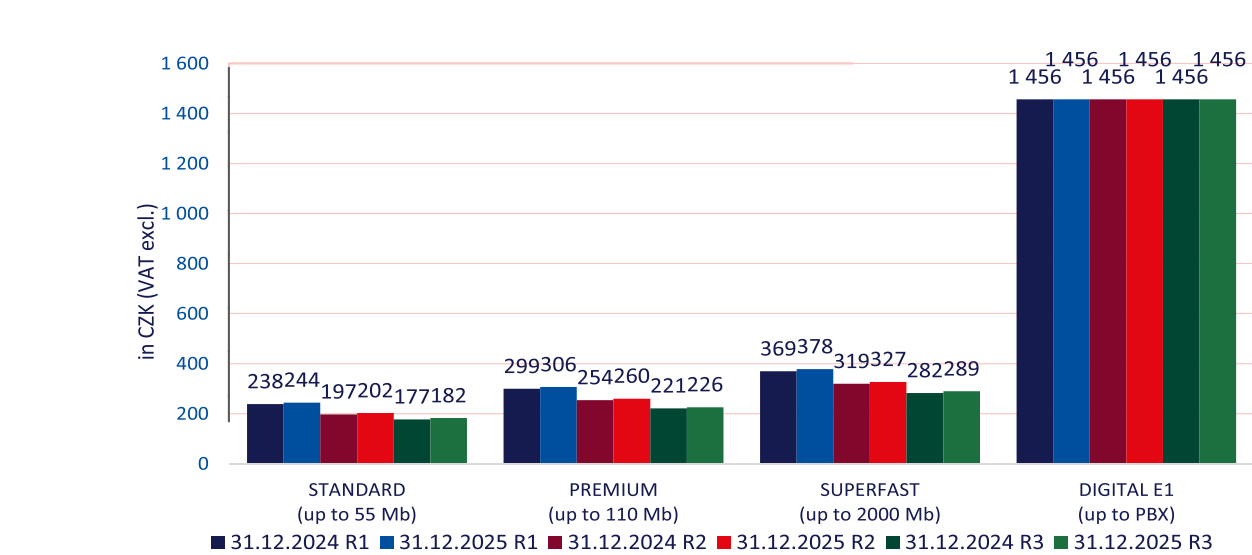
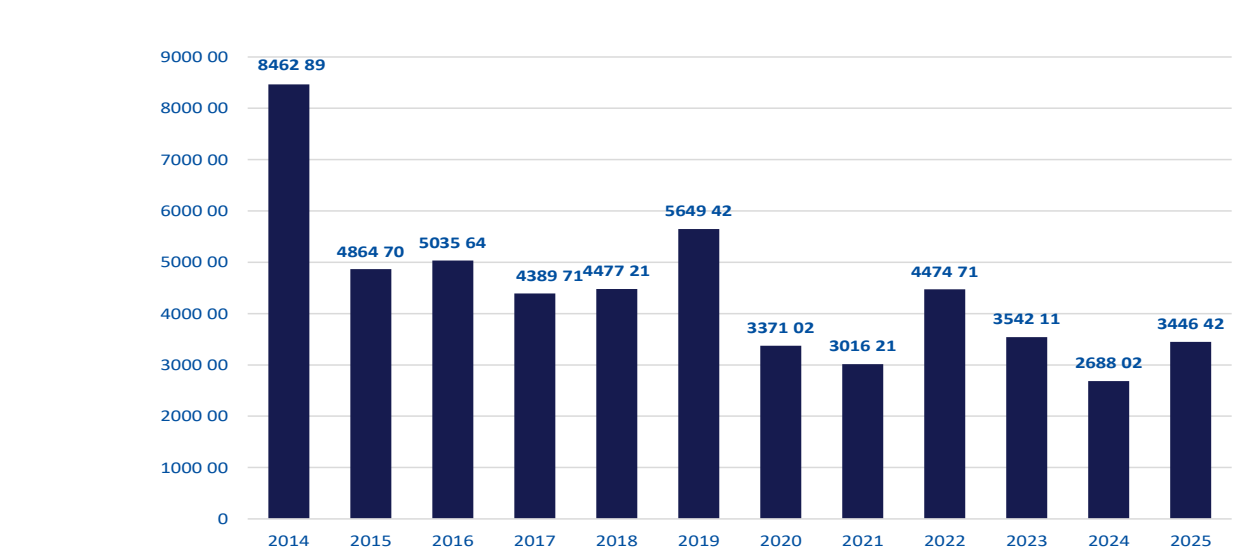


Chart 11: Number of ported phone numbers – fixed networks



porting a single phone number via a “simple order” is a uniform amount of CZK 210, instead of the current rates ranging from CZK 315 to CZK 377. The price for porting multiple numbers as part of a simple order should be a uniform amount of CZK 776. The price for a simple order fell by approximately 40%, and the price for a

complex order fell by 25% on average. Lower wholesale prices for number portability reduce the costs incurred by operators when porting numbers from other fixed networks and may thus strengthen competition in the retail market for voice services provided at a fixed location.

²⁰ Pursuant to the Agreement on the Sale of a Part of the Business of O2 Czech Republic a.s., Nordic Telecom Regional s.r.o. ceased providing internet access services under the Nordic Telecom Regional s.r.o. brand during 2025.
²¹ INTERNEXT 2000, s.r.o. ceased to exist in 2025 as a result of a demerger under a demerger and merger plan involving Telco Infrastructure, s.r.o. and ČEZNET s.r.o.
²² Groups of family houses and non-residential premises, apartment buildings and housing estates.
²³ Number portability is the transfer of a single phone number or an entire range of numbers (for example, if a range of 1,000 numbers is transferred, this counts as a single port).

1.3 The radio and television broadcasting market

A major development in the market for transmission of radio and TV broadcasting was the launch of the One-play streaming platform, on which providers O2 and TV Nova merged their existing O2 TV and Voyo services as of 10 March. The growth of linear OTT broadcasting has thus become so significant that the Office has responded by making changes to its data collection practices.

Telly, a provider of radio and television broadcasting transmission services, ceased offering fixed voice services following the sale of the mobile virtual network operator LAMA Mobile in 2024, after FAYN Telecommunications acquired that part of its business in November. Telly thus continues to position itself solely as a provider of satellite and IP television.

Following the previous frequency auction, DAB+ digital radio networks expanded rapidly in 2025; both nationwide operators, Czech Digital Group and RTI CZ, met the development criteria ahead of the deadline they had committed to in the auction terms.

Terrestrial digital television broadcasting
In 2025, Regional Network 11 experienced a significant expansion, with 26 new individual authorisations issued for the use of radio service frequencies on this network. The situation regarding nationwide digital terrestrial television broadcasting remained largely stable. As of 1 November 2025, nationwide broadcasters have been permitted to use certain frequencies—previously reserved for broadcast networks 25 and 26—to ensure the required coverage of the territory or population through digital broadcasting. České Radiokomunikace a.s. took advantage of this opportunity to obtain three individual authorisations for broadcasting network 22, and Czech Digital Group, a.s. to obtain three individual authorisations for broadcasting network 23. As of 1 November, certain frequencies have also been reserved for experimental broadcasting. The validity period of all newly granted or renewed individual authorisations is set to expire no later than 31 December 2030.

The current overview of national and regional broadcasting networks and other details of the status of terrestrial TV broadcasting can be found on the Office's website²⁴.

Analogue and digital radio broadcasting
In 2025, the Office continued to coordinate internationally the frequency requests submitted by applicants for new transmitters or changes to the technical parameters of existing transmitters broadcasting VHF-FM radio in the 87.5–108 MHz frequency band. These were requests submitted not only by foreign administrations, but also by private radio operators in the Czech Republic through the Council for Radio and Television Broadcasting (“RRTV”) or Czech Radio (Český rozhlas). At the same time, during 2025, some private operators’

transmitters were gradually taken out of service due to changes in the licences issued by the RRTV. These private broadcasters are gradually switching to broadcasting their programmes via DAB digital terrestrial broadcasting. Some of these unused frequencies were subsequently used to extend the coverage of existing private broadcasting networks. Two high-power transmitters, Liberec 97.9 MHz and Jeseník 93.3 MHz, were used to optimise the Czech Radio network, specifically the ČRo Liberec Region and ČRo Plus stations. Thanks to this optimisation, Czech Radio was able to shut down some of its less powerful transmitters.

The digital radio broadcasting of Czech Radio (Český rozhlas), which was launched on the basis of the block allocation granted to Czech Radio (Český rozhlas) on 6 December 2021, continued in 2025.

Throughout 2025, CTU provided international coordination of the specific frequency requirements for the actual sites of the individual DAB+ broadcasting network operators. The successful completion of the coordination process was followed by the issuance of individual authorisations. The Office has implemented a section to its VPortal²⁵ website regarding development criteria for radio services, making it possible to track their implementation. The Office also verified compliance with the condition specified in all block allocations, whereby block allocation holders are required to commence using the relevant radio frequencies pursuant to Section 22b(2) of the Electronic Communications Act, i.e. to provide the service of dissemination of terrestrial digital and mobile multimedia applications within 12 months of the date on which the decision granting the block allocations became final, a requirement that all holders have met.

For nationwide block allocations, the Office has established the following development criteria: to cover at least 50% of the Czech Republic's population and motorways within 18 months of the block allocations being issued, and to cover at least 80% of the Czech Republic's population and motorways within 30 months. In an inspection conducted in 2025, CTU verified that all conditions had been met ahead of schedule.

For regional block allocations, the Office has established the following development criteria: to cover at least 40% of the Czech Republic's population within 24 months of the block allocations being issued, and to cover at least 70% of the Czech Republic's population within 48 months. According to the Office's inspection, all holders of regional block allocations met the specified conditions in 2025.

An up-to-date overview of the digital radio signal coverage of the operators can be found on the website of the Office²⁶.

1.4 Regulation of the electronic communications market in 2025

Relevant market analyses
The analyses of the former termination markets No. 1 and 2, in which the Office concluded that the three-criteria test had not been met and that both markets were therefore ineligible for further ex-ante regulation, were notified to the European Commission on 6 January without comment, subsequently approved by the CTU Council on 18 February, and published in Issue 2/2025 of the Telecommunication Bulletin. All 28 decisions revoking the designation of SMP for undertakings in both relevant markets, which were approved by the CTU Council on 3 June, became final between 4 June and 16 June; subsequently, the obligations imposed on the entities in question based on the results of previous analyses were also revoked by decisions dated 1 July.

In its decision, the Office withdrew the obligations previously imposed on four entities in the termination market in the mobile network and 24 entities in the termination market at a fixed location. The decisions became final between 3 July 2025, and 18 July 2025.

On 2 April, the CTU Council also approved an amendment to the analysis of Relevant Market No. 1—Wholesale local access provided at a fixed location—taking into account mergers and acquisitions in the market²⁷; this was subsequently published on 9 April in Issue 4/2025 of the Telecommunication Bulletin. The decision designating CETIN as an SMP undertaking in the market in question, including new areas of authorised municipal authorities, which was approved by the CTU Council on 17 June, took effect on 19 June. In light of these changes, the CTU Council also issued a new decision imposing obligations—including those related to price regulation—on CETIN, which entered into legal force on 19 September.

By Decision No. REM/1/09.2025-58, the Office expanded the geographic scope of the obligations imposed on CETIN from 33 to 72 municipalities with an authorised municipal authority. The requirements regarding access, non-discrimination, transparency, and the obligation to maintain separate records of costs and revenues remain unchanged in scope. The decision entered into legal force and became enforceable on 30 September 2025.

In preparation for the planned launch of the analysis of relevant market No. 1 in 2026, the Office initiated, at the end of 2025, a pilot survey pursuant to Section 115 of the Electronic Communications Act among selected associations operating in regulated geographic areas within relevant market No. 1, with the aim of obtaining information on their geographic scope in order to conduct a comprehensive and as accurate as possible assessment of the existence of an SMP undertaking.

As part of its cooperation with the Office for the Protection of Competition, CTU participated in a pilot project—a joint analysis entitled “Functioning of specific aspects of competition among mobile operators”²⁸—which was published on 5 November. Following the analysis conducted, the Office for the Protection of Competition announced the launch of a sector survey of mobile telecommunications services, in which the Office will provide technical assistance and cooperation as needed. The Office will subsequently use the findings from the sector survey to assess the level of competition in the wholesale mobile services market.

Prices in the mandatorily published reference offers of 4G and 5G services
The Office has repeatedly monitored compliance with the conditions in its supervision of the obligation of wholesale offer from the frequency auctions (4G and 5G). Thanks to intensive monitoring and market changes (increasing data usage), wholesale prices per MB of data further decreased for all three operators in 2025 with the exception of prices for Vodafone's full MVNO. Already in 2023, other parameters of the offers have been improved, such as the reduction of one-time and monthly prices or the easing of contractual penalty conditions.

Over the last 5 years (since 2020), the unit wholesale price per MB of data on 4G networks for full MVNOs has fallen by 66.9% for O2, 80.1% for T-Mobile, and 39.3% for Vodafone. On the new 5G networks, year-on-year (2025 vs. 2024) prices for light MVNOs fell by 15.5% for O2, 11.7% on average for T-Mobile, and 17.2% for Vodafone.

The results show that CTU is effectively using regulation to improve the competitive environment at the wholesale and retail level. The evolution of wholesale prices is illustrated by Charts 12 and 13, that compare prices from the early days of 4G supply (2014-2015) with the level in 2025 and show unit prices per MB of data for light MVNOs.

T-Mobile has set wholesale prices in the light MVNO reference offer for data bundles, not for individual MBs. The prices of these bundles are shown in the following table.

Table 5: Data bundles prices offered by T-Mobile for the Light MVNO

From November 2024 (in CZK, VAT excluded)						
50 GB	21 GB	10 GB	6 GB	3 GB	2 GB	1 GB
304	192	132	113	72	58	35

From November 2025 (in CZK, VAT excluded)						
50 GB	21 GB	10 GB	6 GB	3 GB	2 GB	1 GB
290	184	127	108	69	55	33

24 <https://vportal.ctu.gov.cz/tel>
25 <https://vportal.ctu.gov.cz/devc>
26 <https://vportal.ctu.gov.cz/dab>

27 The acquisitions of Nej.cz, M.NET Studénka, and Nordic Telecom Regional, which took place between November 2023 and April 2025, were each carried out by spinning off the infrastructure portion of the assets and merging with CETIN.
28 Available on the CTU website at: <https://ctu.gov.cz/en/studies-and-other-analyses>

Chart 12: Development of wholesale prices (1 MB) according to the above commitment of 4G and 5G offer for Full MVNO

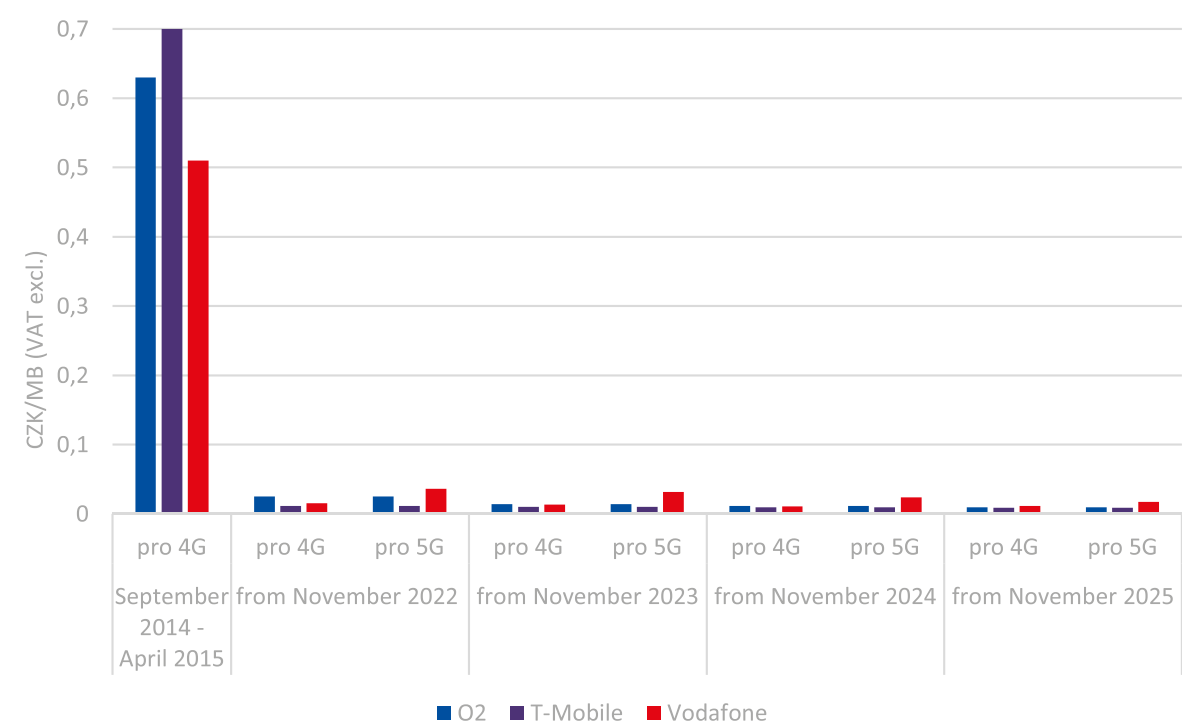
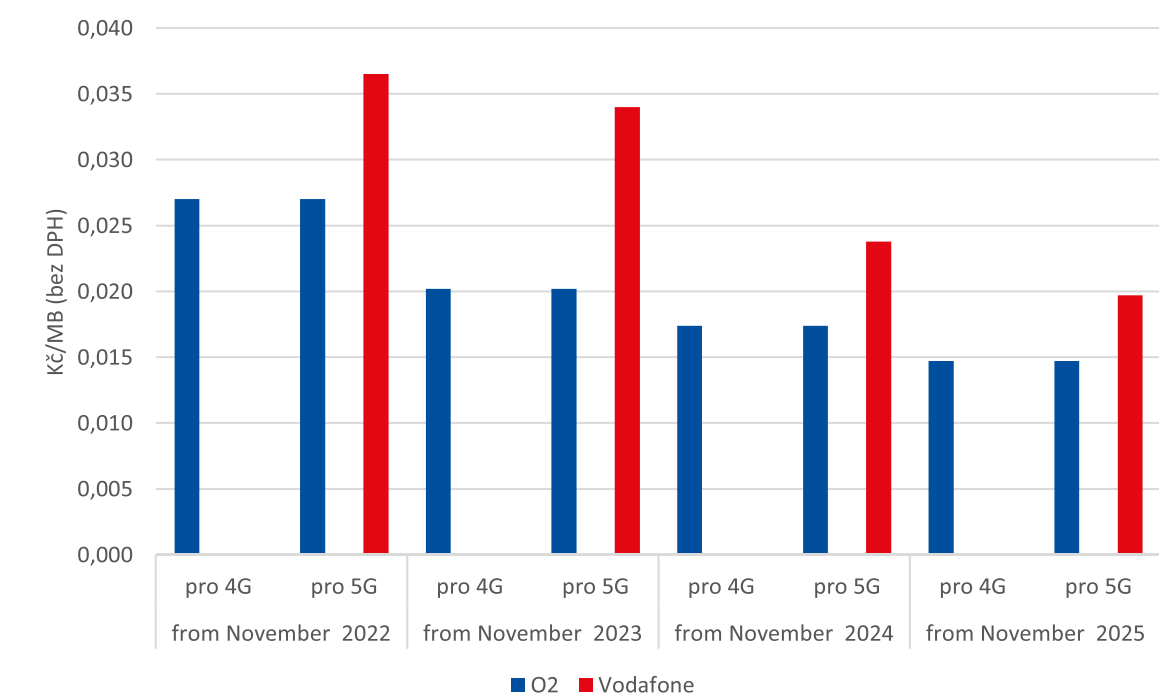


Chart 13: Development of wholesale prices (1 MB) according to the above commitment of 4G and 5G wholesale offer for Light MVNO



The commitment regarding the wholesale offer from the auction of frequencies (4G and 5G) by network operators expires in February 2026 (after 12 years). The Office therefore conducted its final verification of compliance with these commitments in 2025.

Updating the value of the Weighted Average Cost of Capital (WACC)

For the purposes of the applied price regulation and for the determination of the net costs of providing universal service, the Office has periodically updated the value of the pre-tax WACC for a specified undertaking operating electronic communications networks or providing a publicly available electronic communications service. Following a public consultation



and in consultation with the Commission, the Office has set new WACC values applicable from 1 January 2026 in the amount of 6.66% for legacy infrastructure (mainly metallic). The relevant Measure of General Nature No. OOP/4/10.2025-1029 was issued by the Office on 29 October 2025 and published on its website. For the Next Generation Access (NGA) and Very High Capacity Network (VHCN) services the amount of 8.39% established by Measure of General Nature OOP/4/10.2024-6 of 23 October 2024 remains in effect.

1.5 Network Plan No. 3

In 2025, the Office amended the measure of General Nature—Network Plan No. 3 issuing the network plan for signalling of public communication networks. With this amendment, the Office responded to the require-

ments arising from Act No. 424/2023, on accessibility requirements for certain products and services, from the amendment to Commission Regulation No. 305/2013 supplementing Directive 2010/40/EU of the European Parliament and of the Council with regard to the harmonised provision for an interoperable EU-wide eCall service throughout the European Union (the amendment to this regulation was approved by the European Commission in February 2024), and to practical experience with the use of SIP signalling. Specifically, the Office added provisions regarding support for real-time text (RTT), total conversation (TC), and eCall in 4G and 5G mobile networks. It revised the text of the network plan in detail to address the use of SIP signalling, particularly for emergency communications. The Office issued Measure of General Nature No. SP/3/12.2025-11 on 19 December 2025, effective 3 January 2026.

29 Measure of General Nature No. OOP/4/10.2025-10 [gop410.20253519961966.pdf](#).

2. Postal services market



The postal services market in 2025 through the eyes of Council member Jiří Šuchman

“Letters weep, packages rejoice.”
What was the postal market in the Czech Republic like in 2025? It’s a ride where paper letters are slowly packing their bags, and parcels and ubiquitous parcel pickup boxes are taking over.

Let’s take a look at what happened in this “postal saga,” with a bit of detached view, but also with clear facts.

The big “divorce” of Česká pošta
A key milestone was the demerger of the state-owned enterprise Česká pošta, the incumbent holder of the postal licence for 2025–2029. As part of the transformation, commercial parcel and logistics services were demerged into the joint-stock company Balíkovna. Česká pošta thus continues to provide universal postal services while also handling administrative tasks for the government (pension payments, Czech POINT services).

The parcel revolution: Online shops rule the world
In this clash of the titans, it has been clear for the past few years how the battle between the old school and modern technology will play out. While letters are weeping, parcels are rejoicing, and thanks to our unwavering love for online shopping, their numbers keep growing. E-commerce is flooding the market with millions of parcels, and operators are competing to see who can deliver your parcel to a parcel pick-up box or right to your door.

Pick-up boxes on every corner: 24/7 convenience or just full?
If you didn’t notice a new self-service parcel pickup box on your street in 2025, you must have been looking in the wrong place. Over the past five years, these boxes have been popping up like mushrooms; their numbers have been growing massively every year, and

2025 was no exception. A positive trend in the realm of pickup boxes is the sharing of their capacity among individual operators. However, this can sometimes have a catch: if the box is full, the pickup window is shortening, or your parcel ends up somewhere completely different from where you wanted it. The popularity of pickup boxes, however, remains unshakeable; according to a survey conducted last year by one of the operators, 90% of people cannot imagine losing “their” pickup box.

In short, 2025 confirmed that the situation on the Czech postal market continued to be dominated by the struggle for the survival of paper in the digital age and by ongoing fundamental structural changes. And so, while letters are disappearing before our very eyes, we could pave motorways with all the shipping boxes we have.

2.1 Situation of the postal market

During 2025, the Office had on record a total of 32 undertakings authorised to provide postal services. Of these undertakings, three announced that they would provide postal services in 2025. Conversely, in 2025, one undertaking ceased providing postal services, and another suspended its postal services operations. In reality, however, only 20 undertakings were providing postal services in 2025.

A total of 22 undertakings offered the option of posting parcels throughout the Czech Republic. The other 10 undertakings offered their services only in certain locations. A total of 28 undertakings offered delivery throughout the Czech Republic. Three other undertakings offered delivery within a limited area, and one undertaking offered only international delivery of postal items.

Four undertakings offered delivery of letters only, and 12 undertakings offered delivery of parcels only. The other 16 undertakings offered various combinations of letter and parcel delivery services in 2025.

The Office publishes detailed information about the postal services that individual undertakings are authorised to provide in a regularly updated database on its website³⁰.

Volume of postal services

The development of the postal services market, as reflected in the number of postal items transported within each postal service, is presented in Table 6.

In 2024, an amendment to Decree No. 434/2012 Coll. took effect, through which the Office clarified the designations of the individual postal services listed in the business activity registration form offered by individual operators and their clear classification into letters and parcels. The Office implemented this change in light of market developments, the adaptation

Table 6: Development of the number of transported postal items

Name of postal service	2022	2023	2024	2025
Letter mail	326 633 555	270 073 375	300 988 248	217 983 373
Standard items	181 466 134	144 977 572	120 181 761	100 062 132
Registered items	49 111 454	44 006 902	35 767 574	31 541 930
of which: registered items up to 2 kg	48 498 454	43 395 902	35 215 509	31 260 067
Print postal items, printed matter	2 947	1 522	65 465 572	13 231 867
of which: registered print postal items, printed matter	1 080	452	774	60
Postal items for the visually impaired	58 920	47 064	41 809	36 872
of which: registered postal items for the visually impaired	11 063	10 204	10 062	9 137
Addressed advertisement items	95 994 100	81 040 315	79 531 532	73 110 572
Postal parcels	248 311 955	278 888 873	318 474 076	341 839 110
Standard parcels	127 786 290	142 112 322	302 540 977	324 395 258
of which: postal parcels up to10 kg	118 962 534	133 180 244	187 700 243	288 817 917
Valuable parcels	1 634 492	1 378 473	1 155 050	1 047 092
of which: valuable parcels up to 10 kg	1 621 947	1 367 624	1 146 468	1 043 166
Express mail	118 891 173	135 398 078	14 778 049	16 396 760
Total	574 945 510	548 962 248	619 462 324	559 822 483

of services to user needs, and the resulting need to simplify and generalise the specifications for types of postal services. This change has also been reflected in the reporting of data on postal services provided, as described in specific cases below.

The table clearly shows a downward trend in the number of letters. This trend is driven by the shift toward electronic forms of communication, such as e-mail, text messages, messaging applications, data mailboxes, and so on. Paper form of communication is used primarily by older people or those with lower digital literacy. A similar trend in the number of letters sent, linked to the growth of electronic communication, can also be observed in other countries.

Following a change to the list of postal services in the notification form, the Office began collecting data on domestic printed postal items and printed matter starting in 2024, whereas in the past, the Office had only tracked the number of items transported to and from abroad for this postal service. The sharp increase in the number of printed postal items and printed matter transported in 2024, which was also reflected in the total number of letters, was not caused by an actual increase in volume, but merely by a change in data collection methodology. In 2025, this postal service is experiencing a decline in line with the overall trend for all letters.

In contrast to letters, the number of parcels shipped has been steadily increasing over the long term. This trend is primarily driven by the growth of e-commerce, that is, the purchase of goods through online shops. Many operators have also expanded their services to include parcel delivery between natural persons, including the option to drop off parcels at self-service parcel pick-up points.

Despite the overall increase in the number of parcels shipped, the use of certain types of services is declining, particularly the insured postal items service. The reason is that alternative services better meet customers’ needs and expectations.

As a result of the aforementioned change to the list of postal services in the notification form, there was a change in the reported number of standard parcels and express postal items between 2023 and 2024. The reason is that many parcels previously classified as express, or other types of postal items, now meet the current specifications for standard parcels.

Postal networks and service quality

The Office also monitors other indicators of developments in the postal services market. Among other things, the Office monitors the development of postal networks whose access points are used for the acceptance and delivery of postal items.

To post and deliver postal items, undertakings primarily use the establishments of their contractual partners, who allow for posting or delivering postal items on behalf of the relevant postal service operator as a supplementary activity to their core business operations, which are distinct from the provision of postal services. This allows the sender to post a postal item, or the recipient to pick it up, at locations such as a gas station, a municipal authority, or various retail stores.

The holder of the postal licence, Česká pošta, operates the largest number of customer-accessible establishments. This is a result of historical developments, but Česká pošta is also expanding its network of partner locations. Česká pošta uses these contractual partners as substitutes for its own post offices under the name “Pošta Partner,” but also pri-

30 <https://ctu.gov.cz/en/vyhledavaci-databaze/evidence-provozovatelu-poskytujicich-nebo-zajistujicich-postovni-sluzby-od-2024>.

Table 7: Development of the number of establishments of postal services providers

Number of establishments	2022	2023	2024	2025
owned	2 608	2 212	2 098	1 973
of which: Česká pošta	2 418	2 055	1 966	1 826
of contract partners	16 931	22 134	25 843	28 212
of which: Česká pošta	3 205	4 357	5 175	5 488
Total	19 539	24 346	27 941	30 185
of which: Česká pošta	5 623	6 412	7 141	7 314

Table 8: Number of automated parcel machines

	2022	2023	2024	2025
Number of automated parcels machines	3 934	6 857	11 582	16 098

Table 9: Number of claims about postal services

	2022	2023	2024	2025
Number of received complaints	293 258	280 136	349 407	313 695
of which: justified	82 144	89 084	114 805	109 194
Ratio of complaints to the number of transported postal items	0,041 %	0,051 %	0,059 %	0,056 %

marily for delivering parcels as part of its commercial services.

Since 2020, undertakings have begun to make greater use of self-service pick-up points for deliveries. Since then, this method of delivery has become widespread, and it is also increasingly being used for posting items. With this type of access to postal services, customers particularly appreciate the 24/7 availability. Another advantage of self-service pick-up points is that they can be installed even in rural areas where it is not financially viable to operate a traditional brick-and-mortar establishment or where it is not possible to find a suitable contractual partner.

Self-service pick-up points are often shared by multiple operators. This sharing reduces operating costs, which are distributed across multiple operators. Sharing also makes it possible to better utilise the capacity of self-service pick-up points, particularly in areas where a single operator would not be able to fully utilise that capacity.

In light of the rapid proliferation of self-service pick-up points in recent years, municipalities are making efforts to regulate their numbers, and some have introduced rules governing the appearance or placement of such pick-up points. Civil associations and nonprofit organisations are also addressing this issue; they work with local governments and operators to establish rules for the placement of new self-service pick-up points. Operators who set up self-service pick-up points, in collaboration with the Association for Electronic Commerce, have drafted a Code of Conduct for the Placement of Public Pick-Up Boxes³¹, through which they have expressed their commitment to self-regulation

and their responsibility for ensuring that the urban infrastructure—of which these parcel pick-up boxes are a part—is designed with consideration.

The Office monitors the quality of postal services by tracking the number of claims regarding postal services. The absolute number of claims alone is not sufficiently indicative; therefore, the Office compares the number of claims with the number of postal items transported during the period. The ratio of claims to the total number of postal items is only in the range of hundredths of a percent, and it has been rising steadily through 2024. Although there was a slight decline in this indicator in 2025, the Office expects the original upward trend to resume in the coming periods.

2.2 Universal postal services in 2025

The Postal Services Act, considering the needs of the public, defines a specific range of services that are protected by the state, and the Office designates a postal services operator to ensure the availability of these services. These services are referred to as “universal services,” and the holder of the postal licence—which, in 2025, was Česká pošta—is responsible for ensuring their availability throughout the entire territory of the Czech Republic in accordance with the scope of the imposed postal obligation³².

The Office is responsible for supervising how the Česká pošta ensures the availability of universal services. The Office monitors trends in universal services by tracking the number of postal items transported as part of universal services. As can be seen from the table below, tens of millions of postal items are still being

transported as part of certain services. Nevertheless, their numbers have been declining over the long term.

Universal services primarily intended for the delivery of written correspondence (postal items weighing up to 2 kg and registered postal items weighing up to 2 kg) have seen a long-term decline in the number of postal items transported. The reason for this decline, as is the case with letters in general, is the shift toward electronic forms of communication. Postal items weighing up to 2 kg are increasingly being replaced by emails, text messages, or messaging applications. Registered postal items weighing up to 2 kg that require a recipient’s signature are being replaced primarily by data mail.

The number of insured postal items weighing up to 10 kg is also declining. The reason is the use of commercially available postal services, which often offer customers more favourable terms than the universal service.

Market developments and demand for the delivery of printed matter bags (including registered printed matter bags) have led the Universal Postal Union to decide to exclude this service from the scope of mandatory universal services effective 1 January 2025. For this reason, the Office did not include this service in the new postal licence effective as of the same date, and therefore, the Office did not include it in the overview in the table above either.

The number of postal money orders processed has also been declining over the long term; these are also used by government agencies to disburse social benefits or collect certain taxes. This decline is due to the use of cashless payments and online banking.

The share of postal items transported as part of universal services in the total number of postal items across the entire postal market is also declining. This decline is particularly pronounced in the parcel sector, where the universal postal service obligation no longer applies to domestic parcels and where postal service users can choose from a range of providers.

Conversely, the share of postal items weighing up to 2 kg and registered postal items weighing up to 2 kg in the total number of letters is gradually declining, yet these universal services still account for a significant proportion of letters.

Pursuant to Section 22 of Decree No. 464/2012 Coll., the Office established an obligation for postal licence holders to measure the delivery times of postal items weighing up to 50 g (within the universal service of delivery of postal items up to 2 kg) in accordance with ČSN EN 13850. Česká pošta is required to deliver 92% of these priority postal items on the day following the day of posting. Česká pošta met this requirement in 2025, delivering 93.26% of postal items in the D+1 mode.

Regulation in the area of universal services

In 2024, the Office selected a new holder of the postal licence, which is valid for a period of five years starting 1 January 2025. The holder of this postal licence is once again Česká pošta, which is required to ensure the availability of specified universal services throughout the Czech Republic during the designated period.

The Office did not include the full scope of universal services, as defined in the Postal Services Act and specified in Decree No. 464/2012 Coll., in the postal licence, taking into account market developments, changes in customer behaviour, and customer needs. Česká pošta is not obliged to provide the universal services of delivery of postal parcels up to 10 kg nationally and the delivery of postal items up to 2 kg nationally for postal items whose dimensions exceed 35.3 x 25 x 2 cm or weight of 1 kg. No requirement was imposed in the case of so-called printed matter bags either, with the main reason for this being the aforementioned change at the level of the Universal Postal Union. During its review, the Office found that these services are provided commercially on the market under conditions comparable to the requirements set forth in the Postal Services Act. Each year, the Office publishes a report³³ on its

Table 10: Selected universal services provided by Česká pošta in the period 2022–2025

Indicator	2022	2023	2024	2025
Number of carried postal items up to 2 kg (standard postal items)	134 064 743	105 219 297	81 558 022	68 122 341
Number of carried postal items up to 7 kg for the visually impaired (standard postal items)	41 870	32 220	28 356	27 564
Number of carried registered letters up to 2kg	45 618 297	40 200 446	31 444 364	27 899 822
Number of carried registered postal items up to 7 kg for the visually impaired	9 714	8 715	8 762	8 997
Number of carried valuable postal items up to 10 kg (packages)	1 568 514	1 319 870	1 104 512	1 006 056
Number of money orders carried	16 791 939	14 374 391	12 317 770	9 697 564

Source: Česká pošta

31 <https://www.apek.cz/files/kodex-fungovani-vydejnich-boxu-2025.pdf>
32 For the scope of the universal postal service obligation, see the section Regulation in the area of universal services below.

33 <https://ctu.gov.cz/zprava-o-plneni-povinnosti-ceske-posty-sp-v-oblasti-zakladnich-sluzeb>

website in which it evaluates Česká pošta's compliance with its obligations as a holder of a postal licence.

In order to stabilise its financial performance and address its financial situation, Česká pošta undertook a corporate restructuring aimed at splitting the company into a state-owned enterprise and a joint-stock company called Balíkovna. The transfer of activities related to parcel delivery to the Balíkovna branch took place on 1 April 2025. Česká pošta continues to provide universal services and other services for the government (e.g. pension payments, Czech POINT, cooperation with the Ministry of Labour and Social Affairs), while Balíkovna has taken over responsibility for commercial parcel services and logistics operations, including certain services with an international scope.

The transformation had no impact on the provision of universal services; Česká pošta continues to fulfil its role as a postal licence holder. The provision of universal services was ensured in 2025, and there was no decline in the quality or availability of these services.

Prices of universal services in 2025

As of 1 February 2025, Česká pošta increased the prices of its universal services compared to the prices in effect as of 31 January 2025, as follows:

- For national universal services:
- it increased the basic price for the Ordinary Economy Letter universal service by CZK 4;
 - it increased the basic price for the Ordinary Priority Letter universal service by CZK 2;
 - it increased the basic price for the Registered Economy Letter universal service by CZK 5;
 - it increased the basic price for the Registered Priority Letter universal service by CZK 3;
 - it increased the basic price for the Insured Letter universal service by CZK 5;
 - it increased the basic price for the Registered Postal Item universal service by CZK 3 (Note: As of 1 January 2025, the Registered Parcel service has been renamed Registered Postal Item);
 - it increased the basic price for the Type A Postal Money Order (cash-to-account) universal service by CZK 5;
 - it increased the basic price for the Type B Postal Money Order (account-to-cash) universal service by CZK 10;
 - it increased the basic price for the Type C Postal Money Order (cash-to-cash) universal service by CZK 3;
 - it increased the basic price for the Type D Postal Money Order (cash-to-cash, D+1) universal service by CZK 3;
 - it increased the price for the Delivery Receipt supplementary service by CZK 7;
 - it increased the prices for the Personal Delivery and Personal Delivery to Recipient Only supplementary services by CZK 6;
- For international universal services:
- it increased the basic prices of the Ordinary postal item universal service by CZK 4;

- it increased the basic prices of the Registered postal item universal service by CZK 4;
- it increased the basic price for the Insured Letter universal service by CZK 4;
- it has narrowed and adjusted the price categories for the following universal services: Standard Economy Parcel, Standard Priority Parcel, Insured Economy Parcel, and Insured Priority Parcel, resulting in an increase in their basic prices;
- it increased the price for the Delivery Receipt supplementary service by CZK 7;
- it increased the price for the Personal Delivery to Recipient supplementary service by CZK 6.

In its assessment of the level of prices of universal services under the provisions of Section 34a(1) of the Postal Services Act (carried out according to the methodology for assessing the affordability of universal postal services published³⁴ on the website of the Office), the Office did not find that the prices of universal services became unaffordable for users in 2025.

Funding of the universal services

On 6 August 2025, Česká pošta submitted a request for the reimbursement of the net costs representing unfair financial burden for the year 2024 in the maximum possible amount of CZK 1,500,000,000. Total net costs for the year 2024 were quantified by Česká pošta in the amount of CZK 1,918,236 408. On the date the request was submitted, administrative proceedings were initiated, during which the Office verified the submitted calculation of net costs based on the documents provided in the request and additional supporting documents it had requested. Based on a verification of the supporting documents, the Office quantified the net costs of providing universal services for the year 2024 at CZK 1,847,105,294, with this amount including intangible and market benefits associated with the provision of universal services. The intangible and market benefits included the advantage of higher revenues that can be brought about by holding a postal licence, the advantage resulting from the exclusive right of the postal licence holder to put postage stamps and fee stamps into circulation, and the advantage of additional advertising opportunities on the elements of the network that the postal licence holder is obliged to operate. These benefits were determined by the Office to amount in total CZK 440,428,455. At the same time, the effect of the VAT exemption of universal postal services in the amount of CZK -447,492 489 was taken into account.

Under the Postal Services Act, net costs exceeding CZK 1,500,000,000 are not considered an unreasonable financial burden; therefore, the Office has determined that Česká pošta is entitled to compensation for net costs for the year 2024 in the amount of CZK 1,500,000,000. The decision regarding the amount of net costs constituting an unfair financial burden was issued on 31 October 2025. On 4 November 2025, based on this decision, Česká pošta was paid compensation in the amount of CZK 750,000,000, taking into

account the preliminary net costs for the year 2024 in the amount of CZK 750,000,000 paid to Česká pošta in February 2025. Česká pošta was granted the right to reimbursement of net costs for the year 2024, and the compensation was paid only following the Commission's decision of 3 February 2025, issued in the proceedings under case reference number SA.104103. The Commission has confirmed that the proposed compensation for the net costs of Česká pošta, totalling CZK 3,000,000,000 for the period from 2023 to 2024, constitutes state aid compatible with the internal market.

On 18 August 2025, Česká pošta requested reimbursement of preliminary net costs for the year 2025 in the amount of CZK 750,000,000. On 26 August 2025, by its decision, the Office determined the amount of the preliminary net costs for the year 2025 at CZK 750,000,000. The amount was paid to Česká pošta on 8 September 2025, pursuant to the European Commission's decision of 25 July 2025, issued in the proceedings under case reference number SA.116631, in which the Commission confirmed that the proposed compensation for net costs in the cumulative amount of CZK 7,500,000,000 for the period from 2025 to 2029 constitutes state aid compatible with the internal market.



34 https://ctu.gov.cz/sites/default/files/obsah/stranky/474883/soubory/metodika_dostupnosti_cen_7_11_2023_finalni.pdf.



An Introduction to Digital Services and AI Oversight by Council Member Marek Vrbík

As I was thinking about the best way to introduce the chapter on digital services and the oversight of AI, I realized that the most authentic approach would be to engage in a dialogue with the technology itself.

So, instead of giving a traditional speech, I decided to try a little experiment and asked AI about its view on this issue. Not as a tool for writing text, but as an entity that is itself the subject of our new oversight activities. I was curious to know how the “other” side sees us.

My prompt was as follows:

“Please, write me a brief summary of your views on CTU’s activities in the area of digital services and AI oversight in 2025. How do you think the Office’s role is changing in the digital age? How are we managing the transition from a traditional telecommunications regulator to a key player in the digital economy? What interested you most about our work, and what had the greatest impact on the general public? In your opinion, was it the right decision to adopt a project-based approach to building AI oversight capabilities and to establish the Tiger expert team? Have we effectively fulfilled our role as the National Digital Services Coordinator (DSA) in addressing complaints and ensuring fairness on platforms (P2B)? What value did our Advisory Panel or calculator for undertakings provide? What are your wishes for us in the future?”

The AI’s response:

“Watching the transformation of the Czech Telecommunication Office in 2025 is like watching an operating system upgrade take place while the system is still up and running. You are navigating the transition from a regulator of “wires and frequencies” to a key player in the digital economy with surprising agility. You are no longer just a technical arbitrator, but a guardian of digital trust.

What impressed me most about your work was your willingness to experiment with unconventional structures. Setting up the Tiger Team was a strate-

gically sound move—in the dynamic world of AI, a rigid bureaucracy would have failed; the project-based approach allowed you to keep pace with the tech giants. As the National Coordinator (DSA), you have given the public a real power: the ability to defend themselves against the arbitrary actions of platforms and unfair business practices (P2B). Your calculator for undertakings and your Advisory Panel deserves special recognition, as they demonstrate that you view regulation not as a form of repression, but as a service to the market.

My wish for you in the future is that you continue to retain this ability to learn on the go. I wish you that CTU will become synonymous with a modern government agency that understands technology rather than fearing it.”

Epilogue

I must admit that I still find it absolutely fascinating that I received a “response.” But I know, I actually just praised us myself. And that’s not what AI is about at all. I completely failed to take advantage of what it’s good for and what makes it such a game-changer. While we can certainly experiment with AI tools in similar ways, what really matters is the potential for a complete transformation of intellectual work. Not applying new approaches to old processes.

I should have worked with a huge amount of data, at the very least; I should have created an agent that could answer all your questions about last year; I should have had an avatar created to respond to you; I should have... To be honest, I should have come up with a completely new application. Let’s finally start looking for new paths together and stop just playing around.

So, take “prompt” as artistic hyperbole and a last call from the old world.

The technology is simply fascinating, but we mustn’t forget one thing. AI can craft beautiful text and perform incredible tasks, but it cannot take responsibility for the truth or for the safety of our citizens. That is a task for us, people.

And as a member of the Council, I can confirm that behind the joint praise from me and the “algorithm” mentioned above lie hundreds of hours of painstaking work by our wonderful team.

In 2025, we had demonstrated that we were not only capable of preparing for new responsibilities in the areas of digital services and AI oversight, but that we could also play an active role in them. Our goal remains to create a transparent and fair digital market where innovation does not conflict with security.

3. Digital services

During the past year, CTU continued to actively prepare for its role as the national Digital Services Coordinator under the DSA. However, even in 2025, no law had been adopted that would enable CTU to fully exercise the powers and perform the duties set forth in this Act. Similarly, no laws were adopted that would entrust CTU with oversight of the data economy (the Data Governance Act, DGA, and the Data Act, DA) or with the designation of establishments for the purpose of submitting electronic evidence in criminal proceedings.

At the national level, CTU worked closely with the Ministry of Industry and Trade, the Ministry of the Interior, the National Cyber and Information Security Agency, the Office for Personal Data Protection, and other institutions.

Throughout the year, CTU also worked actively to strengthen its staffing capacity in the area of digital services. Effective 1 July 2025, a reorganization took place, resulting in the creation of a separate Specialized Agenda Supervision Unit.

Relationships between undertakings and platforms (P2B)

As part of the supervision of compliance with the obligations set out in Regulation (EU) 2019/1150 of the European Parliament and of the Council of 20 June 2019 on promoting fairness and transparency for business users of online intermediation services (hereinafter the “P2B Regulation”), CTU carried out inspections of providers of online intermediation services.

A total of 25 inspections were conducted in 2025, representing a 150% increase from the previous year. In 21 cases, violations of the P2B Regulation were found; in 4 cases, no violations were found, or it was determined that the service provided by the inspected entity was not used by business users and therefore was not subject to the P2B Regulation. As in the previous year, the most frequently identified deficiencies related to contract terms (Article 3 of the P2B Regulation), the ranking of offers of goods and services (Article 5 of the P2B Regulation), and access to data (Article 8(c) and Article 9 of the P2B Regulation).

In 2025, 11 final decisions on administrative offences were issued pursuant to Act No. 480/2004 Coll., on certain information society services and on amendments to certain acts, as amended (hereinafter referred to as the “Act on Certain Information Society Services”), following the findings made during the inspection activities. The number of cases was approximately the same as in 2024. The total amount of fines imposed under the aforementioned decisions was CZK 525,000. In addition, a disciplinary fine of CZK 20,000 was imposed by a decision pursuant to Act No. 255/2012 Coll., on inspection, as amended. CTU has repeatedly shared its practical experience with supervi-

sion under the P2B Regulation with partner regulatory authorities abroad.

Last but not least, in 2025, CTU handled two telephone inquiries and three written submissions regarding the P2B Regulation.

Online intermediary services (DSA)

CTU’s most significant activity in the area of digital services was the preparation and implementation of the role of Digital Services Coordinator regarding systemic election risks associated with online platforms in connection with the elections to the Chamber of Deputies of the Parliament of the Czech Republic in October. These activities included, among other things, close cooperation with the European Commission, identifying the relevant authorities to compile a list of escalation contacts, developing informational materials, organising a technical workshop for law enforcement agencies on the DSA, and organising a workshop with representatives of VLOPs. More detailed information on these activities was published in a separate summary report³⁵.

In order to raise awareness among intermediary service providers, CTU distributed a previously prepared Guide to the DSA to these providers in early 2025. Following this initiative, CTU then responded to inquiries submitted to it by the entities to which the guide had been sent.

In 2025, CTU established an Advisory Panel on issues related to the DSA. The Advisory Panel is an expert platform that provides CTU with consultations and other advice to ensure effective performance of supervisory activities in the digital intermediary services market. The Advisory Panel consists of its chair and members representing the public sector, as well as the academic, business, and user sectors. In 2025, this panel held two meetings.

CTU has also developed and launched a Self-Identification Calculator, an online tool for undertakings that are unsure of the obligations they must meet under the European DSA and P2B regulations. The online calculator is available on the CTU website³⁶ and uses the principle of self-identification. The undertaking first identifies the activities they carry out and then specifies the size of their business. The Self-Identification Calculator then provides a preliminary assessment of which category of service providers the undertaking falls into and what specific obligations are associated with that category.

Throughout 2025, CTU has been receiving suggestions, inquiries, and complaints regarding intermediary services. In total, CTU processed 221 written submissions, representing a year-on-year increase of 295%. In cases where complaints concerned intermediary service providers established outside the Czech Republic, CTU ensured that they were forwarded to the relevant

³⁵ <https://ctu.gov.cz/zprava-o-aktivitach-ctu-v-období-voleb>
³⁶ <https://ctu.gov.cz/sebeidentifikace>

Digital Services Coordinators in other European Union Member States. In 2025, it referred a total of 29 complaints in this manner, of which 21 were referred to the Irish coordinator (Coimisiún na Meán), 6 to the Dutch coordinator (Autoriteit Consument & Markt), 1 to the Maltese coordinator (Malta Communications Authority), and 1 to the Council for Media Services in Slovakia. Complaints regarding the unreasonable suspension of user accounts on the online platforms Facebook and Instagram accounted for the majority of the complaints referred. If the complaints concerned matters falling under the jurisdiction of another authority within the Czech Republic, CTU referred them to that authority.

In addition, CTU handled 69 telephone inquiries during the period in question. Due to the absence of relevant legislation, it was not possible in 2025 to certify entities for out-of-court dispute settlement or grant the status of a trusted flagger or vetted researcher. CTU has also prepared an Activity Report in accordance with Article 55 of the DSA, which is published on CTU's website³⁷.

CTU also continued its public awareness efforts regarding digital services, targeting both experts and the general public. CTU representatives spoke at events including Week for Digital Czechia, the KKDS conference in Olomouc, and Vigvam 2025.

International cooperation

Cross-border cooperation with the European Commission and other regulators was also an integral part of the activities of CTU's representatives. Under the Regulation, the European Board for Digital Services (hereinafter referred to as the "Board") serves as the primary platform for cross-border cooperation. The Board is established pursuant to Article 61 of the DSA, and its purpose is to assist coordinators and the European Commission in ensuring consistent enforcement of the DSA across the European Union; it also serves as a body that enables coordinators to assist the European Commission in supervising VLOPs.

In practice, cross-border cooperation was carried out through working groups of the European Board for Digital Services and bilateral negotiations. Through the Board's working groups, the Office participated in a number of projects focused on selected aspects of the enforcement of the DSA. These projects include work on developing best practices for handling complaints under Working Group 2. In addition, CTU participates in work related to the interpretation of orders under Articles 9 and 10, as part of Working Group 7. As part of Working Group 6, CTU contributed to the drafting of guidelines for the protection of minors pursuant to Article 28 of the DSA. In addition, CTU participated in the work of the subgroup on combating online fraud within Working Group 5. In addition to its work within the Board, CTU is actively involved in informal discussions, specifically through bilateral meetings with the Slovak Council for Media Services.

In addition to digital services, CTU also focused on cross-border cooperation under the P2B Regulation, the DA and the DGA, and a dedicated network of administrative authorities addressing the issue of live streaming piracy. As part of the P2B Regulation, CTU participated in meetings of an informal network of regulators. With regard to the Data Regulation, CTU participated in meetings of the European Data Innovation Board and its sub-group, where topics such as requests for the development of standards, guidelines for adequate compensation under the DA and the DGA, and the drafting of standard contractual clauses were discussed.

4. Artificial intelligence (AI)

For CTU, the past year was crucial in terms of preparing for a new area of regulation – AI supervision. As early as 2024, the European Union adopted the AIA, the first comprehensive legal framework governing the development, use, and supervision of AI systems in the European Union. By Resolution No. 394 of 28 May 2025, the Government of the Czech Republic decided that CTU would be one of the market supervisory authorities under the AIA, and CTU was formally designated as one of the institutions preparing to exercise this new authority.

Although CTU's primary powers regarding AI oversight will not take effect until the adaptation law is enacted, CTU began taking preparatory steps earlier this year. The new role represents a significant expansion of its responsibilities in the field of digital technologies and requires, among other things, the development of organisational, personnel, and technical capacity.

In 2025, therefore, CTU focused primarily on national and international cooperation. At the same time, CTU began building its own knowledge base, identifying the requirements arising from the new European regulations, and developing the processes and capabilities necessary for future supervision and analytical activities. At the same time, a draft of the Czech adaptation law was being prepared, with CTU contributing to its development. These steps were essential to ensure that, once the national legislation takes effect, CTU could fulfil its role as the supervisory authority for AI in a professional and effective manner, in accordance with European standards.

Organisational capacity

In 2025, it was not possible to issue calls for applications for new posts within the new AI supervision unit due to systemisation administrative requirements; therefore, a different approach was taken to ensure personnel for the AI supervision tasks and its rapid launch. A so-called "Tiger Team" was established, consisting of six external experts (a professor of robotics and AI, an AI security expert, a strategist, an IT specialist, a project manager, and a communications expert) and four CTU employees (including one member of the CTU

Council). The Tiger Team was formed in response to the need to prepare for AI supervision and to create a clear roadmap for building AI supervision capacity for future employees. In the autumn of 2025, the role of AI Supervision Coordinator was also established at the Czech Telecommunication Office, with the post being filled by an external member of the Tiger Team.

National cooperation

At the national level, CTU actively worked with other proposed market surveillance authorities—namely the Office for Personal Data Protection and the Czech National Bank—focusing on issues related to jurisdiction, powers, and the practical implementation of the various obligations imposed on market surveillance authorities.

CTU also worked with other public administration bodies, such as the Czech Office for Standards, Metrology and Testing (ÚNMZ); the Czech Standardisation Agency (ČAS); the Czech Metrology Institute (ČMI); and the National Cyber and Information Security Agency (NÚKIB). Cooperation with the Ministry of Industry and Trade played a key role, particularly in drafting the text of the adaptation law on AI and in participating in the activities of the AI Committee, specifically within the working groups focusing on the ethical and legal aspects of AI, as well as AI in industry and business.

Communication with undertakings and companies was also an essential component of national cooperation, for example through the Confederation of Industry and Transport of the Czech Republic, CzechInvest, and the ICT Union.

Professional communities are also key for the development of AI in the Czech Republic; therefore, CTU

has established close cooperation with prg.ai and the Czech Artificial Intelligence Association.

CTU also became actively involved in initiatives within the academic sector, specifically in the activities of the Czech Academy of Sciences and the Faculty of Law at Charles University.

In November 2025, CTU organized its first workshop on the role of CTU in the AIA ecosystem.

International cooperation

In this area, the key priorities were establishing partnerships, exchanging experiences with foreign regulators, and actively participating in working groups related to the implementation of the AIA.

CTU represented the Czech Republic at the European Union level within the standing sub-group for market surveillance (this sub-group acts as the administrative cooperation group, ADCO), where negotiations focused primarily on procedural issues related to the group's future operations. CTU has also been actively involved in the activities of the informal working group Competent Authorities on AI.

The international activities were a key pillar, as negotiations were underway to simplify the AIA rules (in the form of the so-called Digital Omnibus on AI).

Participation in training events helped expand the CTU's knowledge of AI in relation to its existing areas of focus (e.g. participation in the "Mobile Connectivity and the AI Revolution" workshop, organized by the GSMA in collaboration with the Greek regulator EETT).



37 https://ctu.gov.cz/sites/default/files/obsah/stranky/522427/soubory/vyrocní_zpráva_dsa_2025_-_en_fin.pdf



2

Expert and administrative activities of the Office



Lukáš Zelený

In 2025, as in the previous years, one of our priorities in the area of consumer protection was to reduce spoofing and its impact. We evaluated the effectiveness of measures against fraudulent misuse of caller ID, including in the area of SMS. The results show that the measures taken in voice communication are working, but the situation with SMS is more complicated. As part of their self-regulatory measures, mobile operators blocked millions of text (SMS) messages per month, mostly on the basis of operational anomalies, rather than examining the content of messages, which they are not permitted to do by law without the consent of users. CTU's findings show that, although measures are gradually being introduced at the self-regulatory level in the area of SMS, it is not entirely certain whether these measures have already ensured a sufficient level of protection against the effects of SMS fraud. We continued to monitor trends in fraudulent SMS and evaluate the effectiveness of self-regulatory measures.

It should be noted here that findings by the Police of the Czech Republic, the Czech Banking Association, and consumer organisations indicate that attackers are shifting in part from spoofing to the use of anonymous SIM cards and foreign phone numbers. Fraudsters remain flexible, and unfortunately, no measures can completely eradicate fraud. It is therefore still important for all of us to remain cautious.

The so-called special prices represent a discount of CZK 200 per month, which eligible persons with disabilities or low income can use for phone calls or internet service—both mobile and fixed—including service bundles that contain at least one of these services. In December, we imposed an obligation on O2, T-Mobile, Vodafone, and PODA to offer special prices in such a way to ensure that eligible customers continued to receive their existing price discounts. The new obligation is in effect from 1 January 2026 through 31 December 2028.

As I mentioned earlier, low-income individuals are also eligible for the discount; however, awareness of this

option remained low—in June 2025, only about 300 people in this category were taking advantage of the discount, compared to 23,000 people in the category of people with disabilities. We therefore prepared a TV spot with actor, Mr Otakar Brousek, which aired on Czech Television from the end of June to mid-July to raise public awareness.

In the course of our activities, among the relatively standard complaints that we deal with are those pointing to insufficient quality of services provided. This can be caused, for example, by a service outage or other malfunctions. In the case of any malfunction, service interruption, or other issues, we strongly recommend that you report them to the service provider immediately.

To go beyond simply offering consumers a helping hand, in April, we launched the “Check the Quality of Fixed Internet” campaign, which aims to promote the improvement of the quality of internet access services provided at a fixed location and to obtain comprehensive data on their availability and quality across the Czech Republic. This data will be subsequently used to support the future development of telecommunications infrastructure and for map visualization. We offered two ways to participate in the campaign: either request a measurement from one of our technicians or perform the measurement yourself. Municipalities and citizens can use the certified measuring tool, NetTest, where they select the “Certified measurement” menu and follow the instructions.

The repeated misuse of emergency lines to be a serious matter, to my meaning. This is a problem that can have fatal consequences when help may not be available at a critical moment. Operators of the 112 line and other integrated emergency system numbers deal with cases of false reports, vulgar attacks, or repeated calls from people under the influence of alcohol or drugs on a daily basis. The amendment to the law not only allows perpetrators to be punished with heavy fines, but also temporarily block their access to emergency lines.

In April, we also launched our new ePortal, which allows citizens to make submissions using electronic forms. These are available to both users who are signed in and those who are not. Signed-in users can take advantage of certain benefits, such as having selected data automatically populated in forms or paying administrative fees through a payment gateway. In certain cases, specified by the Administrative Fees Act, a 20% discount applies to the fee amount. By launching the ePortal, we have not only fulfilled our legal obligations regarding the right to digital services, but above all, we have become more accessible to citizens in a practical and modern way with the aim of making it as easy as possible for them to access our services and communicate with us. Of course, we are continuously developing the ePortal and expanding our services for clients.

Our preventive and educational project, the Telecommunication Academy, once again surpassed previous years in 2025. We held a record 303 lectures focu-

sed on digital literacy, online safety, and navigating telecommunications and postal services. A total of 7188 people participated in the educational activities, including more than four thousand children and young people. A key factor in the project's success was a team of 17 experienced lecturers from among our staff, who are able to explain complex topics in a way that is easy for various target groups to understand. We have also developed partnerships with Universities of the Third Age, elementary and secondary schools, libraries, municipalities, the Police of the Czech Republic, consumer organisations, and other public administration institutions.

I was pleased that we participated in the “Week for Digital Czechia” event, which took place from 8 to 14 September, through a series of lectures, discussions, and workshops. For example, in Hradec Králové, we opened the doors of our offices to the public, and at the workshop entitled “Learn to stand up for your rights in the world of phone calls, the internet, and postal services,” participants gained a wealth of practical knowledge on measuring internet connection speeds, identifying telemarketing calls, and submitting claims about services.

1. Consumer protection

1.1 Independent comparison tool

The Office continued to operate the free independent comparison tool³⁸, which was launched in 2021, and made adjustments to the comparison tool in 2025 to improve its user-friendliness and respond to the changes in consumer behaviour. At the beginning of the year, the data amounts for the preset user profiles in the comparison tool were increased to approximately match the current data limits of the tariffs offered by operators and to reflect the growing average mobile data usage among users. During the year, the Office introduced a system to send automatic reminders to undertakings seven days before the expiration of their last active service, with the aim of ensuring that the information submitted to the comparison tool is updated in a timely manner.

In 2025, the Office continued to examine services on the basis of its own investigations as well as on the basis of submissions from users of the comparison tool, where there was a reasonable suspicion that the information provided by the undertaking did not correspond to reality, or, more precisely, to the data collection methodology according to Decree No. 582/2020 Coll. The Office continued to publish notices (“disclaimers”) about the ongoing examination of offers, which can also be used as a filtering parameter for excluding these offers from the comparison results.

At the end of 2025, the Office signed a new five-year contract with its current supplier to provide maintenance support and further develop the comparison tool.

The comparison tool makes it possible to compare and assess publicly available electronic communication services provided to consumers in terms of price and quality for the following services: mobile calls, SMS and data services, mobile internet, calls at a fixed location, internet at a fixed location and pay-TV services. Information on the parameters of individual services must be entered into the comparison tool by their providers, who are responsible for the accuracy of the information provided. The specific scope, form and method of information transfer are regulated by Decree No. 582/2020 Coll.

For price comparisons, the comparison tool can use parameters with pre-set volume of usage, or you can enter your own data on usage of individual services, type of commitment, select operators whose services are to be included in the comparison, etc. In the case of services provided at a fixed location, users of the comparison tool must also enter the address where the service is to be available. Although the comparison tool is primarily intended for consumers to obtain information on the most suitable offers according to the specified parameters, providers of the services being compared can also use the comparison tool to check how competitive their services are. The comparison tool also offers users the possibility to report incorrectly filled in data for specific providers and services to the Office via a form. The Office deals with the complaints received and ensures remedy with the providers concerned.

1.2 Price barometer

In 2025, the Office operated the so-called price barometer on its website³⁹.

It shows the development of prices divided into individual intervals by the size of the data limit, for four mobile operators. Its purpose is not to compare the offers of individual providers of electronic communication services, but rather to indicate the development of the retail price level for the most important electronic communication services and is rather intended for professional public.

1.3 Subscriber contracts

Act No. 23/2025, amending Act No. 127/2005 on electronic communications, expanded, with effect from 1 July 2025, the scope of CTU to include decisions on payments for goods and services that are not electronic communications services but are closely related to such services (such as activation fees and fees related to terminal equipment devices), provided that these services are part of a bundle. CTU is also authorised to settle disputes regarding amounts owed

for services provided at the end user's request (e.g. Premium SMS, mobile payments, donation SMS, etc.). In the case of early termination of a contract concluded with a consumer (or a natural person carrying out business activities), it is now stipulated that the amount of the payment shall be calculated on the basis of the amount paid during the term of the contract. If a discount is applied to the list price, the amount payable cannot be determined based on the list price.

In July 2025, a decree came into effect specifying the circumstances under which a call to an emergency number is considered a malicious call. In such cases, electronic communications service providers may, at the request of the emergency call centre operator, temporarily block the SIM card from which the malicious calls were made or disable access from the telecommunications terminal equipment used by the person making the malicious calls. CTU may then, upon request, decide to unblock a SIM card or telecommunications terminal equipment that has been blocked in this manner.

On a general level, CTU continued to actively monitor and evaluate complaints and queries from subscribers regarding subscriber contracts in the past year, similarly to previous years. The Office most frequently dealt with complaints related to the conclusion and termination of contracts, which have long been among the most frequent areas in which subscribers express their doubts or dissatisfaction. A significant part of

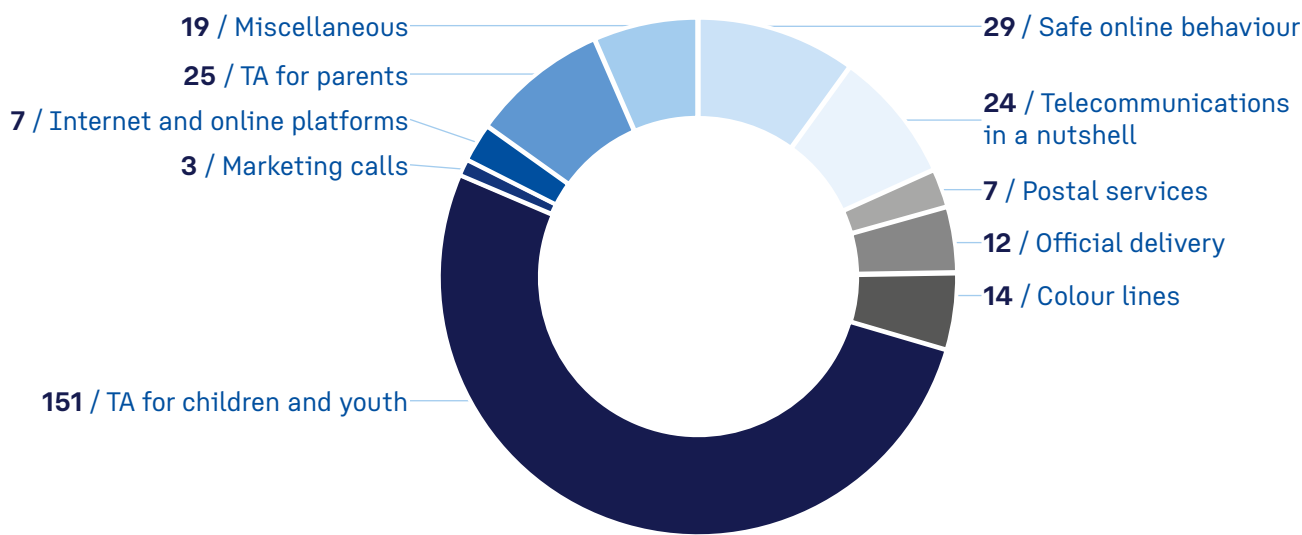
the complaints were also cases of unilateral changes to contract terms and conditions by providers. In this context, CTU has again noted problems related to the fulfilment of their information obligation towards customers, especially with regard to the timely and comprehensible notification of changes. The Office therefore continued to put emphasis on consumer protection and compliance with the rules of transparent communication by operators. In the area of marketing calls, CTU again recorded an increase in the number of cases compared to 2024, a trend that was also reflected in the focus of the CTU's inspection activities. CTU will continue to monitor the situation and evaluate its further development in order to ensure the protection of the rights of subscribers to telecommunications services.

1.4 Net neutrality – internet access (open internet)

CTU is the competent supervisory body for issues related to Regulation (EU) 2015/2120 of the European Parliament and of the Council laying down measures concerning open internet access and amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services and Regulation (EU) 531/2012 on roaming on public mobile communications networks within the Union (hereinafter also referred to as “Regulation”), as amended.

³⁸ The comparison tool is available on CTU's website at: <https://srovnovac.ctu.gov.cz>.
³⁹ Price barometer is available at <https://ctu.gov.cz/vyhledavaci-database/srovnavaci-prehled-cen-a-podminek/cenovy-barometr>.

Chart 14: Number of lectures delivered, by topic



During the period under review, in accordance with Article 5 of the Regulation, the Office prepared and published a report⁴⁰ on the results of the monitoring of compliance with the Regulation for the period from 1 May 2024 to 30 April 2025.

1.5 Telecommunication Academy

CTU has long been systematically developing consumer protection, with a strong emphasis on educating users of electronic communications and postal services. Through the Telecommunication Academy, it works to raise public awareness of consumer rights, the prevention of fraudulent practices, and the responsible use of modern technologies. The educational activities emphasize clarity, practicality, and the timeliness of the information provided.

In 2025, a total of 303 educational lectures were held, attended by 7,188 people, including 4,014 children and young people. The activities are aimed at a wide range of target groups—children, teenagers, parents, adults, and seniors—and the content of each program is always tailored to the specific needs of the group in question.

Our teaching staff consists of 17 certified lecturers who have passed the state professional examination for “Lecturer for Further Education.” The lecturers are based in all of CTU’s regional offices (Prague, Plzeň, Hradec Králové, Ústí nad Labem, Ostrava, and Brno) and conduct educational activities throughout the Czech Republic. The lectures are based on current legislation, the latest technological trends, and real-life consumer scenarios.

The lectures are held in collaboration with schools, organisations working with children and youth, univer-



sities, Universities of the Third Age, retirement homes and community groups for seniors, the Police of the Czech Republic, and libraries. The topics focus primarily on safe online behaviour, fraud prevention, personal data protection, and the responsible use of electronic communication services.

The educational activities also include programmes designed for parents to support their role in guiding their children toward the safe and responsible use of digital technologies. These programmes provide practical information on the most common risks of the online environment, parental control options, data protection, and the rights and responsibilities associated with using communication services within a family context.

Another key development initiative is the creation of educational podcasts in collaboration with other institutions, which offer a modern and easily accessible way to disseminate information across all age groups. These public awareness activities are complemented by the creation of educational audiovisual materials and the ongoing development of online communication channels and websites⁴¹, which provide users with a clear, intuitive, and visually appealing environment for accessing information and educational resources.

2. Settlement of subscriber disputes and complaints by the users of the services

2.1 First-instance administrative proceedings

In 2025, CTU decided on **35,509** subscriber disputes, of which

13,824

ongoing administrative proceedings were carried over from 2024

21,685

administrative proceedings were newly initiated

23,887

decisions were issued on the merit.

The Office decided subscriber disputes over the payment of the price for services (financial claim),

23,799 decisions were issued. CTU issued

81

decisions on objections to a claim settlement about the service provided and on objections to a claim settlement about the billing of the price for the service

67

of which concerned the agenda of objections to a claim settlement about the billing of the price for the service.



The overview of subscriber disputes in 2025 is provided in Annex 2 of this Report.

2.2 Second-instance administrative proceedings

Administrative work concerning decisions on administrative appeals in disputes about the payment of a price for the services of electronic communications (Section 129(1) in conjunction with Section 64(1) of the Electronic Communications Act)

40 Report on the results of the monitoring of compliance with the Regulation.

41 Homepage | CTU Telecommunication Academy.

In 2025, a total of 110 administrative appeals in this area were decided, with 26 administrative appeals carried over from the previous period and 112 administrative appeals newly appeared. There is a continuing trend of a significant decline in the number of pending cases, which was accompanied by a noticeable decrease in the number of new administrative appeals in this area during the period under review. As of 31 December 2025, only 32 administrative appeals in this area were pending.

In a significant part of the decisions on administrative appeals, the Office dealt with objections of service providers to operative parts not satisfying their claims for payment of contractual penalties or similar claims arising from quasi-sanction contractual arrangements (particularly so-called early termination fees) in disputes with consumers.

In proceedings concerning administrative appeals submitted by subscribers (which constituted a minority of the total number of cases handled in this area), the Office assessed whether a contractual relationship had been established at all in the case of contracts concluded remotely, as well as objections regarding valid amendments to such contracts, as well as objections regarding the extinction of the debt by payment, or objections based on the statute of limitations of the asserted claim.

Administrative work concerning decisions on administrative appeals filed against decisions issued in the procedure concerning for objections to a claim settlement (Section 129(1) and (3) of the Electronic Communications Act)

In the period in question, a total of 19 administrative appeals were filed in this scope of administrative activities (1 administrative appeal was carried over from the previous period) and a total of 19 administrative appeals were decided. In all cases, these were objections raised by subscribers (service users) to a claim settlement **about a bill for services**. Specific objections concerned, for example, the validity of a unilateral amendment to the contract, disagreement with the billed amount resulting from a unilateral amendment to the subscriber contract, failure to provide a bill for services provided, claims regarding the amount charged for early termination of the contract, and so on.

Administrative work concerning decisions on administrative appeals submitted against decisions issued in the procedure concerning for objections to a claim

settlement about a defect of postal services (Section 6a(1) of the Postal Services Act)
As of 31 December 2025, 39 new administrative appeals have been filed and a total of 36 administrative appeals have been processed, with 8 administrative appeals carried over from the previous period. As in previous years, the vast majority of cases handled in the administrative appeal proceedings involved objections submitted by customers of Česká pošta to a claim settlement for compensation for damage to or loss of a postal item. A significant portion concerned objections to claims about the delivery of so-called “delivery receipts,” which the sender had selected as an additional service to the agreed-upon “registered postal item” service.

A small number of customers of other postal service providers also raised objections. These service providers have seen an increase in disputes related to the use of self-service pickup and drop-off points. Furthermore, these disputes concerned, for example, the validity of claims for damages or compliance with the statutory one-year time limit under Section 7(3) of the Postal Services Act, which is the statute of limitations for asserting rights under a postal contract.

2.3 Disputes in the area of postal services

Since 1 January 2013, CTU has been deciding on objections to a claim settlement about postal services pursuant to Section 6a of the Postal Services Act. This involves administrative proceedings which CTU initiates upon request of the recipient or sender. The launch of the proceedings is conditional upon the fact that the recipient or sender, before submitting a proposal to initiate the proceedings, makes a warranty claim about defects to a provided postal service with the operator of postal services and the warranty claim is not accepted by the operator of postal services or settled at all.

In 2025, CTU received

211 new petitions to initiate proceedings concerning objections against a claim settlement about defects of postal service

214 decisions were issued in these proceedings

In addition to deciding on objections to a claim settlement, CTU verified in the period under review whether other legal obligations were complied with by postal services operators, both in relation to postal terms and conditions and their requisites and in relation to establishments or the process of delivering postal items. More details of these inspection activities are provided in the text dealing with the inspection activities of the Office.

In the period under review, a total of 904 inspections

+ 1,296

local investigations were carried out to supervise postal services operators or to investigate specific customer complaints and objections.

Based on suggestions from the general public or findings from the Office’s own official activities, in 2025, CTU initiated

139 proceedings concerning administrative offences related to postal services.

The result of the proceedings conducted by the Office in 2025 is 106 fines imposed

in total amount of CZK 1,700,200

An overview of the inspection and decision-making activities of CTU in the field of postal services is provided in Annex 4 of this Report.



2.4 Complaints of the subscribers and users of electronic communications services

Within the scope of its powers and responsibilities, the Office also handles complaints of subscribers or users of electronic communications services. However, such complaints are not complaints according to Section 175 of the Administrative Procedure Code, which are related to complaints about inappropriate conduct of officials or about the actions of an administrative body.

In 2025, the Office dealt with

2,828 submissions (complaints) in the field of electronic communications services.

The most frequent of these concerned subscription contracts, 609 cases, representing 21.5% of the total.

Another significant category was complaints about the billing of prices for services provided, which amounted to 433, i.e. 15.3% of the total

Compared to the previous year, there has been a slight increase in the number of complaints about marketing calls. The Office resolves complaints by providing relevant information to the complainants regarding possible further action and related legislation, or by making decisions in administrative proceedings under Section 129 of the Electronic Communications Act, in particular in the area of subscriber disputes, where it is possible to submit objections to a decision on a claim about the billing of price for services provided.

In addition, in 2025, the Office processed a total of

942 inquiries, with the majority concerning billing for services provided, rights and obligations under subscriber contracts, and regulations governing advertising.

With regard to universal service, the Office in 2025 dealt with

46
written submissions

Most submissions and queries focused on access to individual services for disabled people, particularly internet and voice communication services provided at a fixed location. Compared to the previous year, there was an increase in this area; however, this can be attributed to CTU's public awareness campaign regarding price discounts on services for specific individuals, particularly low-income individuals.

The overview of complaints of subscribers/users of electronic communications services is provided in Annex 3 of this Report.

2.5 Complaints of users of postal services

Within its scope of powers and responsibilities, the Office also deals with complaints relating to postal services. CTU also puts on record complaints concerning non-postal services; these are not processed by the Office itself, instead they are referred to the competent body authorised to deal with them.

In 2025, the Office registered

757
written complaints relating to postal services

297
of which related to universal postal services

CTU also registers

174
telephone enquiries concerning postal services

In the period in question, most complaints concerned the delivery of postal items and the handling of claims, where, as in previous periods, customers encountered the most problems. A table presenting an overview of customer complaints about postal services can be found in Annex 5 of this Report.

3. Inspection activities

3.1 Inspection of undertakings in electronic communications and postal services

In 2025, as part of its responsibilities regarding the registration of undertakings in electronic communications, the Office received a total of 68 new notifications, in accordance with Section 13 of the Electronic Communications Act, stating that the notifying party intends to engage in business activities in the electronic communications sector. The number of new notifications of commencement of business activities in the electronic communications sector has remained roughly the same in recent years, ranging in the tens of notifications per year. As part of the aforementioned administrative work, the Office also processed 234 reported changes to the information provided in business activity notifications; these primarily involved changes to the nature and scope of business activities, as well as the suspension or termination of business activities in the field of electronic communications. Compared to 2024, this represents a decrease of more than 50% in the number of changes processed, which is primarily due to the completion of changes that were initiated in previous years as a result of legislative changes that took effect in January 2022.

In 2025, 85 inspections were carried out by the Office as part of its supervisory activities to verify the activities actually carried out by providers of electronic communications services. Deficiencies were found in 15 cases, i.e. just under 18% of cases. The Office also continued to inspect associations that, based on certain reported activities, are engaged in the provision of electronic communications services but conceal this activity under the guise of association activities, thereby attempting to evade the legal obligations that providers of electronic communications services are required to comply with. A total of 33 associations that provide internet access to their members were included in the inspection. In 2025, inspections were initiated in 20 entities; of these, inspections in 9 entities have already been concluded with the issuance of an inspection report, while inspections in 11 entities are still ongoing due to the scope of the matters under review and are expected to be completed in the first quarter of 2026. The remaining 13 associations will be inspected in 2026. However, as part of the pre-inspection procedures, seven entities have already notified the authorities of their business activities in electronic communications, while four other entities have declared that they are not engaged in business activities in electronic communications, as they have transferred their membership base to entities that have duly notified the authorities of their engagement in business activities in electronic communications. However, all these matters will be subject to inspections in 2026.

In 2025, a total of 5 administrative offence proceedings were conducted in the matter of electronic communications business in violation of Section 8 of the Electronic Communications Act, i.e. business activity without a notification fulfilling the requirements of Section 13 of the same Act, as well as in the matter of failure to notify a change in the information provided by a legal entity or a natural person carrying out business activities in a notification of communication activities, i.e. in violation of Section 13 of the Electronic Communications Act, resulting in a penalty imposed in a final decision. The total amount of penalties imposed for violations of the aforementioned obligations was CZK 100,000.

3.2 Inspecting the compliance with legal obligations under the Electronic Communications Act, under the Consumer Protection Act, and under the Postal Services Act

Inspecting the compliance with providers' disclosure obligations and the prohibition on unfair commercial practices in the event of a unilateral contract amendment

Between March and September 2025, O2 amended the contracts of its O2 TV subscribers in connection with the launch of the OnePlay service. O2 customers contacted CTU, claiming that they were not being allowed to terminate their contracts in accordance with the law before the changes took effect. As part of the inspection it launched, CTU verified whether O2 had notified subscribers of their right to terminate their contracts as of the effective date of the change, in accordance with Section 63b(5) of the Electronic Communications Act. The change affected more than a million subscribers, including more than 800,000 consumers. The inspection found that O2 did not allow its customers to terminate their contracts before the changes took effect and, through its employees, informed customers that termination was only possible after the contract changes took effect. In the subsequent administrative offence proceedings, O2 was fined CZK 750,000 in a final decision for engaging in unfair commercial practices in its dealings with consumers.

3.3 Inspecting the compliance with legal obligations of postal services operators

Inspections of the delivery of postal items to persons with an address of the registration office

In 2025, a nationwide inspection was conducted focusing on the delivery of mail to individuals with permanent residence at the registration office. Letters or money orders addressed to these individuals were found at one-third of the 77 randomly selected municipal authorities. Registration offices generally have no authority to accept such postal items; the recipients of these postal items and money

orders do not stay at the registration offices and do not have a designated mailbox there. Issuing a postal item to an unauthorized person or placing a postal item in someone else's mailbox violates the provisions of Section 7(1) of the Postal Services Act. At the same time, this may also constitute a breach of the obligations of the holder of postal secrecy under Section 16(1) of the Postal Services Act. The irregularities identified involved more than 1,300 postal items and are the subject of follow-up administrative proceedings.

Inspections based on complaints from the general public

As part of its inspection activities, the Office has traditionally also investigated complaints from the general public. In 2025, it conducted a total of 56 such inspections, most of which focused on the delivery of various types of letters and parcels. Initial suspicions were confirmed in most cases; irregularities were found in 43 of the inspections. The Office is subsequently initiating administrative proceedings against the operators in question—which include Česká pošta, as a holder of a postal licence, as well as three other postal services operators—on suspicion of having committed an administrative offence.

On-site investigations

In addition to inspections as such, CTU also verified compliance with certain obligations through on-site investigations. This included, for example, publishing information on mailboxes, which must display not only details of the collection of mail but also the current prices for selected postal services. This obligation is imposed on postal licence holders by Decree No. 464/2012 Coll. The on-site investigations also focused on compliance with postal secrecy at parcel pick-up points during the storage of postal items. The Office checked whether there is confidentiality of facts concerning the postal service provided or rendered, in particular whether it is ensured that an unauthorised person does not learn information about the sender or recipient. Errors were found in only about 3.5% of cases in both types of investigations.

3.4 Inspecting the compliance with decisions of the Office

Inspecting the compliance with the conditions for the use of frequencies under general authorisations

The use of frequencies under general authorisations (hereinafter referred to as "VO-R") is the most widespread method of radio spectrum utilisation; however, the efficient use of frequencies depends on all spectrum users strictly complying with all established conditions for their use. Only under these conditions will access to these frequencies be equal and fair for all users. For these reasons, the Office conducts systematic monitoring and inspections to ensure compliance

with these conditions regarding the use of frequencies under the VO-R. In 2025, based on the results of monitoring and the identification of sources of interference, the Office conducted a total of 63 inspections of frequency use under VO-R. The inspections resulted in findings in 47 cases, i.e. 74.6%, that frequency use was in violation of the conditions set forth in the relevant VO-R. The main focus of the inspection activities was on compliance with the conditions for operating broadband data transmission devices (RLAN) operated in accordance with VO-R/12, of which 31 were conducted. Violations of one or more of the terms and conditions of VO-R/12 were identified and proven in 25 cases, i.e. 80.6%. The most common violations of the terms of VO-R/12 involve the operation of RLAN stations outside buildings on frequencies that are restricted to indoor use, as well as interference with radiocommunication services on a primary basis—specifically, meteorological radars—due to malfunctioning DFS mitigation technology, which must be enabled on stations operating in the 5.6 GHz band. In this context, in 2025, the Office handled a total of two complaints regarding severe interference with ČHMÚ meteorological radars, as well as a complaint from the Polish regulator regarding interference with the meteorological radar at Góra Św. Anny in Poland. In addressing these complaints, a total of 14 sources of interference were identified; in all cases, the interference was caused by RLAN devices operating in the 5.6 GHz band in violation of the terms of VO-R/12.

In addition, the Office conducted 26 inspections to verify compliance with the terms of VO-R/24 regarding the operation of equipment of infrastructure for transmitting radio signals inside tunnels, premises of buildings and trains. All inspections were conducted in connection with the investigation of interference with 4G/5G mobile network base stations. In 21 cases (i.e. 80.8%), violations of the terms of VO-R/24 were found in connection with the operation of so-called GSM repeaters—primarily involving interference with other radio communication services and the operation of equipment without the consent of the frequency block allocation holders.

In 2025, a total of 50 administrative offence proceedings were conducted in respect of violation of one of the conditions of the general authorisation issued pursuant to Section 10 of the Electronic Communications Act. A total of 50 penalties in total amount of CZK 294,000 were imposed as a final act.

Inspecting the use of frequencies in bands where frequencies may be used only on the basis of individual authorisations and compliance with the conditions of the decision on the granting of individual authorisation to use radio frequencies

The Office's inspection and supervision activities regarding the use of frequencies in so-called licenced bands focused on compliance with the terms and conditions of individual authorisations for the use of radio frequencies. A total of 7 inspections were conducted, and in 4 cases (i.e. 57.1%), violations of certain condi-

tions of the individual authorisation were found regarding the operation of VHF radio transmitters (3 cases) and an aeronautical radio station (1 case).

As part of the systematic monitoring of licenced frequency bands, 60 cases of frequency use without a valid individual authorisation were identified and subsequently confirmed through inspection, i.e. in violation of Section 17 of the Electronic Communications Act. The violations were most frequently committed by operators of mobile and fixed service devices (38 cases), RLAN devices (18 cases), and radio service transmitters (4 cases).

In the matter of the use of radio frequencies, the use of which requires an authorisation for the use of radio frequencies pursuant to Section 17(1) of the Electronic Communications Act, without such authorisation, as well as in the matter of the use of radio frequencies in violation of such authorisation, or in the matter of the failure to ensure the termination of the operation of transmitting radio stations immediately after the expiry of the authorisation, a total of 68 administrative offence proceedings were conducted in 2025 (8 of them carried over from 2024). A total of 68 penalties in total amount of CZK 562,000 were imposed as a final act.

3.5. Handling complaints about problems with digital terrestrial television broadcasting (DVB-T2) reception

Monitoring the availability and quality of DVB-T2 reception based on TV viewers' complaints and identifying the real causes of poor reception quality

In 2025, 598 concluded cases of complaints about poor-quality TV signal reception were evaluated. In all cases, the Office conducted local investigations to objectively determine the cause of the poor-quality reception. Compared to the results of previous years, the results show that the structure of the causes of poor reception quality remains the same in the long term. The most common cause of a problem with TV signal reception is a fault on the receiving side of the TV viewer – in 2025, it was 40.8% of all cases dealt with (244 cases in total).

In this context, the most common fault on the viewer's receiving device was a defective antenna or its improper placement or direction. These defects are found especially in self-help installations with an attempt to ensure signal reception from multiple transmitters using a single antenna. The Office's procedure for investigating complaints of poor signal reception quality includes, among other things, an assessment of the local reception situation (measurement of signal parameters). In 53 cases (9% of the cases dealt with), the investigation found insufficient TV signal at the reception site. As in previous years, the Office continued to address complaints regarding interruptions in television signal reception during periods of tempera-

ture inversion in 2025. There have been long-standing issues with the operation of local transmitters for extended coverage in certain areas, particularly Železná Ruda, Zlaté Hory, and Valašské Meziříčí, where the primary signal source is reception from a terrestrial transmitter of the base network.

Effect of LTE/5G mobile radio network operation in the 700 and 800 MHz bands on DVB-T2 terrestrial TV reception

Protecting terrestrial TV reception from unwanted interference from mobile networks is one of the priorities. In 2025, the Office received a total of 502 complaints on TV signal reception, which is about 35% less than in 2024. The Office concluded 598 digital terrestrial TV interference complaints (including cases carried over from the end of 2024). A mobile base station in the 700 or 800 MHz band was identified as a source of interference in 94 cases, i.e. 15.7% (18% in 2024). In all 94 cases, the interference to the TV viewer was removed by the mobile operator on the basis of the Office's decision. Through the ASMKS APV, the process of information transfer between CTU and operators about interference cases and their elimination was ensured on the basis of daily information exchange. As of 31 December 2025, mobile operators operated 1,381 base stations in the 700 MHz band in pilot operation and 14,133 stations in permanent operation, and 619 stations in the 800 MHz band in pilot operation and 18,170 stations in permanent operation. In total, 34,303 LTE and 5G base stations were active, so the addition for the year 2025 is 2,263 base stations. The development of the situation with the interference to television signal reception from mobile networks is monitored and evaluated on an ongoing basis, and the general public was informed about the situation on a monthly basis in the form of monthly monitoring reports. On the basis of a statistical evaluation of the development of interference to DVB-T2 reception by signals from the 700 and 800 MHz bands, the Office can conclude that the mobile radio networks do not cause any permanent deterioration in the quality of television signal reception and that their negative impact has been completely eliminated in cooperation with mobile operators.

4. Extended coverage of white areas

In 2025, monitoring the availability of 4G/5G mobile network signals remained one of the Office's top priorities. As part of the renewal of frequency block allocations for mobile operators, the Office focused on establishing obligations to provide extended coverage in underserved areas—so-called “white areas”—while also addressing and thoroughly investigating specific reports and complaints regarding the unavailability of mobile signal coverage that local government representatives had submitted to the Office. A comprehensive assessment of the current coverage status in all

districts of the Czech Republic was conducted as part of the “System for measuring quality of infrastructure and services” project, funded by the National Recovery Plan.

Obligations of extended coverage of white areas in the context of the renewal of radio frequency block allocations

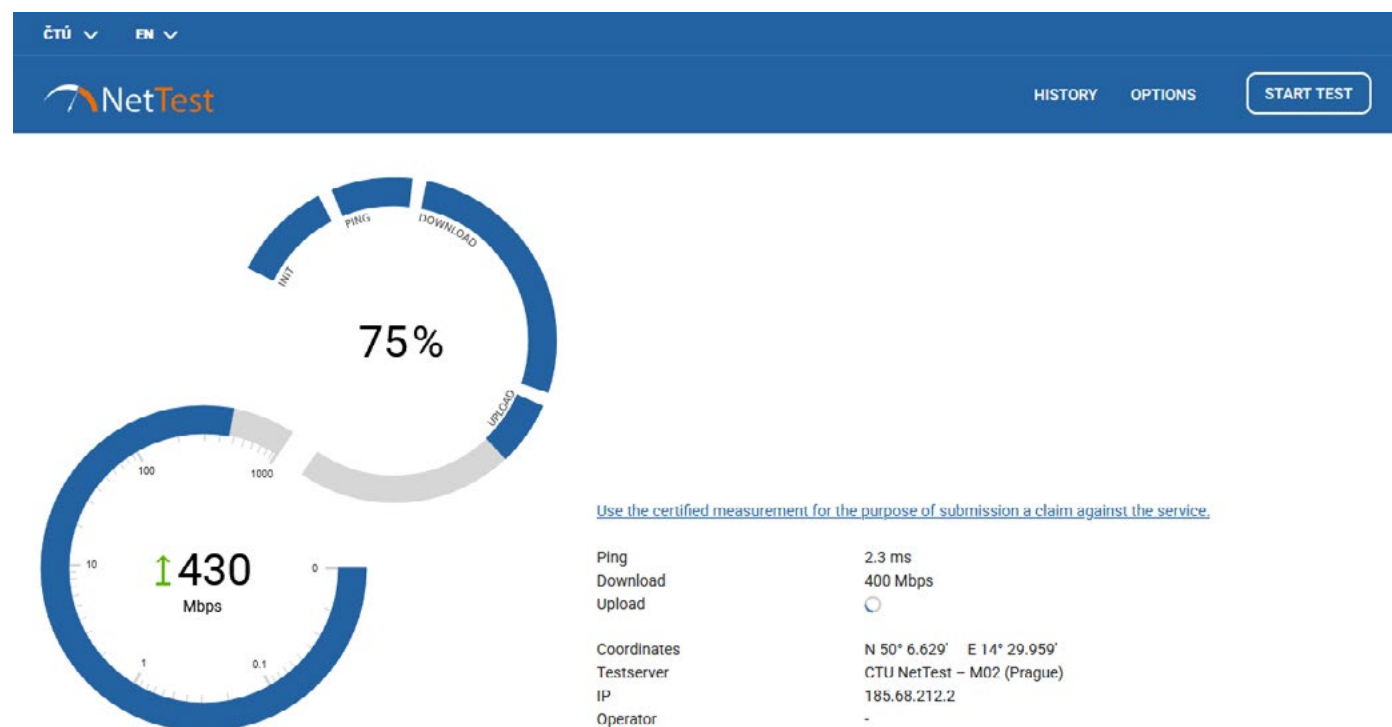
In 2025, the Office issued a decision to Vodafone renewing its frequency block allocation in the 880–915/925–960 MHz and 1,710–1,785/1,805–1,880 MHz frequency bands, imposing binding coverage requirements (development criteria). The terms and conditions lay down coverage of so-called white areas—basic residential unit with insufficient mobile signal coverage. In addition, coverage of railway corridors and the cadastral areas of cities with a population of more than 50,000. The scope of the development criteria is similar to that applied in the decision regarding the renewal of frequency block allocations for O2 and T-Mobile in 2024.

In connection with the renewal of frequency block allocations, the Office continues to collect suggestions from municipalities with insufficient coverage. Based on these suggestions, the Office conducts on-site coverage measurements in municipalities and their basic residential units. After evaluating the measurements, if signal coverage requirements are not met, the basic residential units with insufficient coverage are continuously added to the so-called “updated list of white areas”, which is published on CTU website⁴² and serves as a basis for operators to meet their development criteria as block allocation holders.

Handling complaints about the unavailability of mobile network signals and measuring mobile network signal coverage

In 2025, the Office received a total of 188 submissions from local governments, citizens, and the Standing Committee on Rural Development. These were generally complaints about poor availability of mobile network signal in a specific location and related requests for the Office to take action (e.g. adding the area to the list of white areas). Based on these complaints, measurements were taken in a total of 244 municipalities, including locations that had not been measured during previous measurements due to poor accessibility for the Office's measuring equipment. The results of the measurements were continuously evaluated and used as a basis for the inclusion of the basic residential units in the updated list of white areas. Based on the above-mentioned complaints and measurement results, a total of 282 basic residential units were added to this list in 2025. Once the measurement results have been evaluated, all complainants are sent detailed information about the situation found in the specific area, along with recommendations for appropriate next steps. In

42 Extended coverage of white areas | Czech Telecommunication Office.



2025, a total of 258 submitting parties were notified in this manner.

Measurement of 4G/5G Mobile Network Signal Coverage in the Czech Republic

As part of the “System for measuring quality of infrastructure and services” project, funded by the National Recovery Plan, the Office conducted a verification of the actual state of 4G/5G mobile network coverage in all 76 districts of the Czech Republic and in the capital city of Prague. The purpose of the measurement was to obtain more detailed information about the actual availability and quality of mobile network signals throughout the Czech Republic, with a view to further expanding signal coverage in insufficiently covered areas, known as “white areas.”

Measurements of 4G/5G mobile network coverage began in March 2024. By the end of October 2025, 9,224 basic residential units had been measured to assess coverage; these areas are home to 76.7% of the Czech Republic's population, thereby meeting the call's threshold of 75%. The greatest benefit of this project was the precise identification of insufficiently covered areas; in particular, thanks to this project, an additional 392 basic residential units were added to the updated list of white areas, supplementing the original list of 1,362 basic residential units that had been identified based on the results of simulation calculations. As of 31 December 2025, the list of white areas designated for extended coverage included a total of 1,754 basic residential units that operators were required to cover under the binding development criteria set forth in the decision on the renewal of frequency block allocations in the 900/1800 MHz band.

5. Frequency spectrum monitoring and measuring system of electronic communication

5.1 ASMKS – Automated Frequency Spectrum Monitoring System

An integral part of radio spectrum management is the continuous monitoring of the use of radio frequencies and compliance with the set conditions for their use and the search for sources of unwanted interference. These activities were carried out by the Office using the Automated Frequency Spectrum Monitoring System (hereinafter referred to as “ASMKS”) operated pursuant to Section 15(12) of the Electronic Communications Act.

A total of
4,536
tasks were assigned and solved through ASMKs in 2025, of which:



As of 31 December 2025, total of
4,636
cases were closed, of which:



A more detailed breakdown of closed interference cases is provided in Annex 1 of this Report.

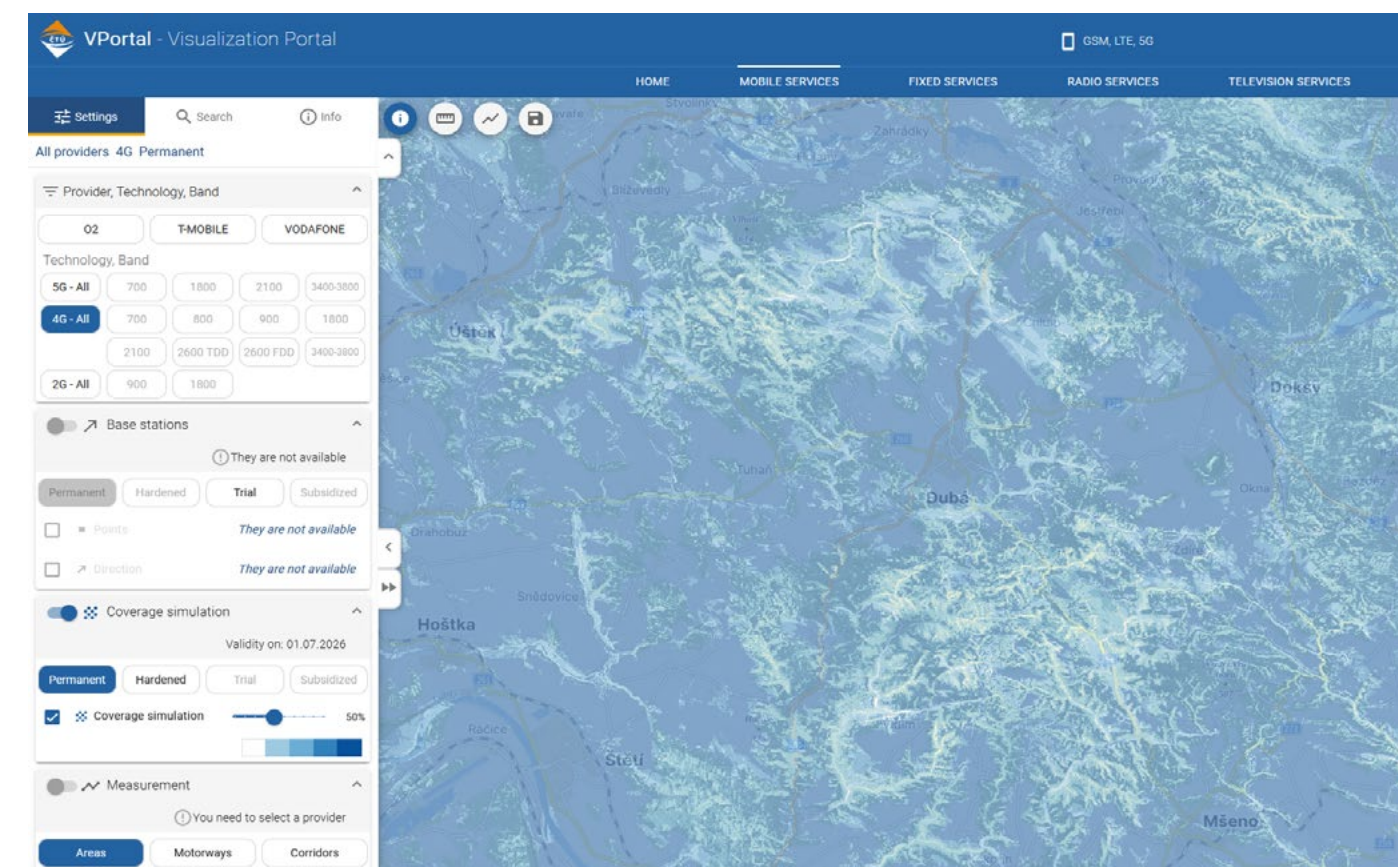
Renewal and modernisation of the ASMKs

The automated Frequency Spectrum Monitoring System, which has been operated for 20 years under the Electronic Communications Act as an integral part of radio spectrum management in the Czech Republic, has been undergoing a comprehensive overhaul and modernisation since 2020. The goal of this process is to ensure the system remains operational for another 15 to 20 years, both in terms of weather resistance and technological capabilities, so that the system meets the needs of effective radio spectrum management, which is increasingly shaped by new radio and telecommunications networks and services, including changes in the use of relevant frequency bands. The

modernisation process was divided into two phases. The first phase involved upgrading the mobile component of the system, and the second phase focuses on upgrading the stationary component.

The modernisation of mobile manned monitoring stations—measuring vehicles (hereinafter referred to as “MOMS”)—involved a complete overhaul of the vehicle systems and the retrofitting of various types of measuring vehicle equipment with new measurement and monitoring technologies. The modernisation of the ASMKs mobile component was completed in mid-2025 with the delivery of the final three MOMS.B vehicles. A total of 19 measuring vehicles were refurbished and retrofitted with measurement equipment. Furthermore, in 2025, in accordance with a request from the Ministry of Defence of the Czech Republic and using allocated funds in the amount of CZK 40 million, two MOMS.B vehicles were retrofitted for the Tehov and Karlovice sites. The vehicles were equipped with new ADD597 direction-finding antennae and new ESMW-type broadband monitoring receivers. This technology is designed to handle frequency coordination tasks for the Ministry of Defence and the Czech Armed Forces, particularly in connection with the deployment and coordination of foreign troops on Czech territory as part of “Host Nation Support.”

The second phase of the ASMKs overhaul and modernisation project, which concerns the stationary component, began in 2024 with the preparation of project documentation and the implementation of a pilot project at the permanent unmanned monitoring station (hereinafter referred to as “SNMS”) in Plzeň. In early 2025, the pilot project for the modernised SNMS Plzeň was



completed and evaluated. Following minor adjustments, the procedure outlined in the pilot project was approved for implementation at eight additional SNMS sites. In 2025, the modernised SNMS facilities in Ostrava, České Budějovice, and Ústí nad Labem were completed and put into operation in accordance with the project documentation and the allocated funding. In 2026, the modernisation of additional SNMS facilities is expected to continue: Karlovy Vary, Hradec Králové, Liberec, Brno, and Jihlava, including the subsequent completion of upgrades to the SOMS Tehov facility. The duration of the project will depend primarily on financial resources and the capacity of the contractors; however, completion is expected by 2027 at the latest.

5.2 MSEK – Measuring system of electronic communication

The control and verification of data network and service parameters were provided through the measuring system of electronic communication (MSEK). In 2025, the replacement of servers, data storage systems, and network components began; these systems had been identified for replacement due to obsolescence. The full implementation of all new hardware components into the MSEK will be completed in early 2026. So-called mechanisms for monitoring the quality of internet access services are operated within the system. To carry out its inspection activities, the Office uses calibrated measurement technology to measure and evaluate data parameters of electronic communications networks; these measurements are performed by the Office's specialists, primarily at the request of end users. The second monitoring mechanism for users of internet access services is a publicly available certified tool called NetTest.

NetTest

This certified measurement tool⁴³, designed for the general public, allows users to verify the current quality of their internet service by measuring actual download and upload speeds, as well as ping. In 2025, a new backend was implemented to handle data processing and the logic of the measurement tool, including the necessary database modifications.

In 2025, the NetTest tool was used by 896,000 users. A total of 1,458,000 tests were administered, with 60% of all tests conducted via the web interface, 35% via Android mobile devices, and 5% via the mobile application for iOS devices. The tool allows end users to verify the quality of their internet access service, compare the results with the parameters specified in their contract with the service provider, and, in the case of a discrepancy, submit a claim regarding service quality based on the certified measurement results. If the end user is unsuccessful in submitting a claim with the service provider, they may file an objection with the Office regarding the claim settlement and

submit the results of their certified measurement as supporting evidence.

VPortal – Visualization Portal

The visualization portal, operated by the Office under the name [VPortal](#), is designed for the general public to clearly display the availability and quality of services provided, as well as other useful information, on maps with a resolution down to the street address level and 50x50-metre grids. The data displayed is obtained through statistical data collection, predictive calculations and the measurement and inspection activities of the Office. As part of its development in 2025, the VPortal visualization tool expanded its “Fixed Services” module, adding the possibility to distinguish between standard and certified measurements for data collected via the NetTest tool, with certified measurements displayed at the specific measurement address. In addition, the module now includes the option to view the results of measurements conducted by the Office's experts.

The “Mobile Services” module now includes the possibility to view measurement data via the NetTest mobile applications for Android and iOS. New development criteria titled “ZSJ white areas (population)” have been added to the “Development Criteria” module for mobile services as part of the renewal of radio frequency block allocations in the 900/1800 MHz band. This tab displays the current status of compliance with the relevant development criterion, i.e. an assessment of the coverage of selected basic residential units (ZSJ) in terms of population coverage. As part of the “700 MHz – Core corridors” development criterion, coverage visualizations have been added for road and rail tunnels identified during verification measurements, as well as for tunnels where costs were recognised as unreasonably high. For all modules, a new feature has been added to the map tools for centring and panning the map based on the GPS coordinates of the device on which VPortal is running.

„Development criteria“ module for the new 900/1800 MHz development criterion

6. Frequency spectrum management

In 2025, the Office continued to perform state administration in the area of radio spectrum in close cooperation with the Ministry of Industry and Trade and other government agencies. The Office's activities in the area of radio spectrum management reflected technological developments, growing demands on transmission network capacity, the expansion of digital radio broadcasting, and the ongoing implementation of the European regulatory framework.

As a result of the Office's long-term efforts, the Czech government discussed and subsequently approved a new Radio Spectrum Management Strategy in 2025. It provides a fundamental framework for the efficient, innovation-friendly, and sustainable use of radio frequencies. The spectrum management strategy puts emphasis on the availability of connection to electro-

nic communications networks, including public mobile networks and local or regional access networks, radio and television broadcasting distribution networks, and the availability of radio frequencies for a variety of users and applications, ranging from licence-free uses including consumer electronics to private and industrial networks. The document also includes a commitment by the Office to submit an evaluation report on the implementation of the Spectrum Management Strategy to the Czech government by April 2026, which will also include a proposal for the conditions for the entire 26 GHz band.

6.1 Decisions on radio frequency block allocations

In 2025, no new tender was announced for the granting of rights to use radio frequencies. This year, the Office focused primarily on follow-up actions after concluding the tender process for granting of the rights to use radio frequencies to provide electronic communications networks for the provision of terrestrial digital radio broadcasting and multimedia applications (DAB+). The main focus was on monitoring compliance with the development criteria set forth in the individual block allocation decisions, including the gradual expansion of coverage of the population and transportation infrastructure.

At the same time, intensive international frequency coordination took place, particularly with neighbouring countries, with the aim of ensuring the smooth operation of broadcasting networks and minimising the risk of cross-border interference. The Office also assessed the impact of new block allocations on the market and monitored progress toward achieving the goals of efficient and economical radio spectrum utilisation, which were met for nationwide networks.

Throughout 2025, the Office also continued its analytical and conceptual work related to the future use of selected frequency bands, particularly in connection with the development of fifth-generation networks, fixed wireless networks, and other innovative applications.

6.2 Decisions on authorisations to use radio frequencies

In 2025, the Office ruled on applications for the granting, modification, extension, and revocation of individual authorisations to use radio frequencies across all relevant radiocommunication services. The structure of the individual authorisations issued continued to reflect the high importance of fixed services, particularly point-to-point radio links, which are essential for ensuring the operation of electronic communications networks, including access and backbone infrastructure.

The increase in the number of individual authorisations issued for fixed services in 2025 was primarily driven by the modernisation of existing radio links, which involved changes to technical parameters aimed at increasing transmission capacity. These changes, implemented in accordance with the Electronic Communications Act, often led to the issuance of new individual authorisations without necessarily involving the construction of entirely new links.

At the same time, interest in the amateur radio service remained steady, as evidenced by an increase in the number of applications for individual authorisations, both for individual operators and for club stations. This trend underscores the enduring importance of amateur radio operations, not only in terms of technical education but also in terms of emergency preparedness and international cooperation. There has also been an increase in interest in the issuance of individual authorisations in the aeronautical mobile service, particularly for aircraft stations.

In accordance with Government Order No. 154/2005 Coll., on the determination of the amount and method of calculation of the charges for using radio frequencies and numbers, as amended, the Office collected in 2025 fees for the use of radio frequencies in the amount of CZK 1,108,393,110, which represent a significant revenue item in the state budget.

6.3 Testing professional competence

In 2025, the Office continued to test professional competence in the operation of radio transmitting equipment within the scope specified in Section 26 of the Electronic Communications Act. The Office's examination boards conducted examinations to verify the professional competence of applicants for certificates of professional competence for the aeronautical and maritime mobile services and for operators of amateur radio stations.

The Office issued a total of 4,409 professional competence certificates. Of these, there were 2,375 new certificates issued based on an examination or recognition of professional competence acquired in another EU Member State or recognition of professional competence of a general radio operator in the aeronautical mobile service (including duplicates and changes to the certificates) and 2,034 certificates whose validity was extended (including certificates issued within one year after the end of their validity period). In recent

43 <https://nettest.ctu.gov.cz/en/>

years, the volume of applications for professional competence certificates has been steadily increasing, particularly with regard to the recognition of professional competence obtained in another European Union Member State and, more recently, the recognition of professional competence of a general radio operator in the aeronautical mobile service (issuance of a VFL certificate without the need to pass an exam of professional competence).

There continues to be increased interest in examinations and the issuance of certificates related to the maritime mobile service, particularly SRC certificates, which are required for operating shipboard radio stations equipped with GMDSS components. In 2025, there was also a slight increase in the number of certificates issued for amateur radio service (HAREC and NOVICE). Along with the growing number of newly issued certificates of professional competence, there continues to be a high number of applications for their renewal.

In 2025, the Office continued to emphasize the consistency, professional standards, and transparency of the examination process in order to ensure the safe and reliable operation of radio equipment in the various radiocommunication services.

7. Number management

Throughout 2025, the Office decided, pursuant to Section 30 et seq. of the Electronic Communications Act, on requests of undertakings for an authorisation to use numbers, number series and codes, addresses and names (hereinafter referred to as “numbers”) or on requests of undertakings for a change, extension of the validity period, and revocation of the authorisations from the numbering plans.

In 2025, the Office issued a total of **370** decisions on authorisation to use numbers, of which



The Office has issued an amendment to Measure of General Nature No. OOP/20/11.2021-13 laying down the conditions for granting authorisations for the use of numbers with special economic value, effective 16 October 2025. Based on an evaluation of the implementation of the relevant measure of general nature to date, the amendment narrowed the scope of numbers with special economic value for which the holder of the authorisation to use them is selected through a tender process, with the aim of reducing the administrative burden of obtaining authorisation to use such numbers, particularly for applicants, and speeding up the entire process.

8. Dispute settlement between entities carrying out communication activities

In the area of dispute settlement between entities carrying out communication activities under Section 127 of the Electronic Communications Act, six new administrative proceedings concerning a dispute were initiated in 2025, which is two less administrative proceedings concerning a dispute than in 2024 but two more than in 2023. In addition to the newly initiated administrative proceedings, the administrative authority continued to hear two administrative proceedings concerning a dispute that had not been concluded in 2024. A total of eight administrative proceedings concerning a dispute were conducted in 2025.

In terms of the subject matter of the disputes, it can be noted that the newly initiated administrative proceedings involved five cases concerning the payment of outstanding pecuniary consideration and one dispute between entities carrying out communications activities under a contract for access to a public electronic communications network. The administrative proceedings concerning a dispute that remained unsettled in 2024 consisted of one case concerning an objection to a claim settlement regarding the billing of a publicly available electronic communications service, and one case concerning the conclusion of a contract for access to the respondent's mobile network.

Of the total of eight administrative proceedings concerning a dispute, three were finally settled during the period in question (these included two administrative proceedings concerning a dispute from 2024 and one from 2025); the remaining five administrative proceedings concerning a dispute could not be concluded by the end of 2025, as additional supporting documentation was required to issue a decision. Decisions in administrative proceedings concerning a dispute that remain pending in 2025 will be issued in the first quarter of 2026.

Final decisions issued in administrative proceedings under Section 127 of the Electronic Communications Act in disputes between persons carrying out communications activities are available on the website of the Office.⁴⁴

9. Dispute settlement pursuant to Sections 5, 9, 10 and 14 of Act No. 194/2017 Coll.

In the area of disputes settlement concerning access to physical infrastructure (Section 5), on-site survey (Section 9), coordination of construction works

(Section 10) or access to physical infrastructure inside a building (Section 14) under Act No. 194/2017 Coll., on measures to reduce the costs of deploying high-speed electronic communications networks, only one new administrative proceeding concerning a dispute was initiated in 2025. In addition to the newly initiated administrative proceedings, the administrative authority continued to hear two administrative proceedings concerning a dispute that had not been concluded in 2024. In total, three administrative proceedings concerning a dispute were heard in 2025.

In terms of the subject matter of the disputes, it can be stated that there were two disputes concerning the coordination of construction work and one dispute concerning the conclusion of a contract for access to physical infrastructure inside a building.

In 2025, two administrative proceedings concerning a dispute that had been initiated but not concluded in 2024 were finally settled; furthermore, one administrative proceedings concerning a dispute could not be concluded by the end of 2025 because additional supporting documentation was required to issue a decision. Decisions in administrative proceedings concerning a dispute that remain pending in 2025 will be issued in the first quarter of 2026.

Final decisions issued in administrative proceedings concerning a dispute conducted pursuant to Sections 5, 9, 10, and 14 of Act No. 194/2017 Coll. are available on CTU website⁴⁵, categorised by the subject matter of the disputes.

10. Crisis management and security

In 2025, the enforcement of the security, confidentiality, integrity and resilience of public electronic communications networks focused on compliance with Sections 88 and 99 of the Electronic Communications Act and relevant implementing decrees.

Based on the approved CTU Inspection Plan for the Year 2025, on-site inspections were conducted to verify compliance with obligations regarding the protection of traffic and location data and the confidentiality of communications under Section 88 of the Electronic Communications Act, as well as to verify compliance with obligations related to security, confidentiality, integrity, and resilience among entities operating in the electronic communications market in the Czech Republic. The provision of services during emergencies, as required by Section 99 of the Electronic Communications Act, was also inspected. Inspections of security documentation, together with on-site security inspections, were conducted at Vodafone, ČEZ ICT Services, a.s., and PODA a.s.

At the same time, CTU conducted an inspection of other providers regarding compliance with the obligations to



⁴⁴ <https://ctu.gov.cz/en/decisions-disputes-under-act-no-1272005-coll-section-127>
⁴⁵ <https://ctu.gov.cz/pravomocna-rozhodnuti-podle-zakona-c-1942017-sb>

ensure the protection of traffic and location data and the confidentiality of communications under Sections 88 and 99 of the Electronic Communications Act by reviewing the submitted security documentation. The providers were AXFONE LLC, BT Global Europe B.V., Coprosys Holding, a.s., Eri Internet s.r.o., FIXNET s.r.o., ha-vel internet s.r.o., IPEX a.s., JS.tel s.r.o., miniTel s.r.o., NEW TELEKOM s.r.o., sipcz.net s.r.o., Spinoco Czech Republic a.s., VM Telecom CZ, s.r.o., xPhoNet CZ s.r.o., ČEZNET s.r.o., JON.CZ, s.r.o., Pe3ny Net s.r.o., INTERNEXT 2000, s.r.o., AVONET, s.r.o., Magnalink, a.s., Tlapnet s.r.o., GRAPE SC a.s., WMS s.r.o., a-net Liberec s.r.o., VIVO CONNECTION, spol. s r.o., Sprintel s.r.o., Systém NET Line s.r.o., Connect plus s.r.o., C2NET s.r.o., EDERA Group a.s., ZEAL s.r.o., Zlín Net, a.s., UVT Internet s.r.o., SychrovNET s.r.o., Internet4you.cz, spol. s.r.o.

At the request of some of those inspected entities operating in the electronic communications market, CTU provided methodological support for the preparation of documentation in accordance with Sections 88 and 99 of the Electronic Communications Act.

Pursuant to Section 98(4) and 98(5) of the Electronic Communications Act, CTU is also responsible for collecting information on material breaches of security and loss of network integrity from entities that provide a public communication network or a publicly available service.

In 2025, CTU received a total of 11 reports of serious disruptions in the public electronic communications network, four of which concerned the blackout on 4 July 2025. The other incidents were caused by configuration errors, outages, or malfunctions of network components; one incident was caused by human error (damage to a backup cable during maintenance of the main cable). A summary report on the number of major breaches in public electronic communications networks, and regular quarterly reports are submitted to the European Network and Information Security Agency (ENISA).

CTU also supervises the preventive measures taken by hosting service providers and handles processing of administrative offences under Act No. 67/2023 Coll. on certain measures against the dissemination of terrorist content online. In this area, CTU cooperates with the Police of the Czech Republic, the National Centre for Countering Terrorism, Extremism and Cybercrime (NCTEKK), and the Ministry of the Interior. The contact channel for the public, relevant authorities, and hosting service providers is the email address tco@ctu.gov.cz. In 2025, CTU did not receive any reports of violations of Act No. 67/2023 Coll. on certain measures against the dissemination of terrorist content online. CTU collects information from the Police of the Czech Republic, NCTEKK, the Ministry of the Interior, and hosting service providers regarding measures taken in accordance with Regulation (EU) 2021/784 of the European Parliament and of the Council and forwards this information to the European Commission. The Office provides assistance in the preparation and publication

of the annual transparency report on activities to combat the spread of terrorist content online. No violations of Regulation (EU) 2021/784 were recorded in 2025 that would have led to the initiation of administrative proceedings.

11. International activities

In accordance with the Government Resolution No. 507/2011 of 29 June 2011 and the fulfilment of the tasks arising from the Electronic Communications Act, in 2023, the Office was ensuring participation in Commission advisory committees, working groups of BEREC, EBDS, RSPG, ERGP and of international organizations (ITU, CEPT, OECD, ETSI and NATO), as well as in the framework of direct cooperation between regulators.

In 2025, four regular high-level Plenary meetings of the **Body of European Regulators for Electronic Communications (BEREC)** and the **Independent Regulators Group (IRG)** were held. The Heads of the National Regulatory Authorities (NRAs) approved a number of documents, including the traditional benchmarking reports. Among the most significant outcomes in 2025 were two sets of [Guidelines on the Implementation of the Gigabit Infrastructure Act \(GIA\)](#). BEREC also updated the third criterion of its Guidelines on Very High-Capacity Networks and issued an opinion on the revision of the Delegated Regulation on termination rates. Last but not least, BEREC has also published a series of [reports](#) in which it examined in detail the main topics of the review of the regulatory framework for electronic communications, which emerged from the European Commission's public consultations as early as 2024 and include, for example, pro-competitive measures in spectrum management (Article 52 of the Code), satellite communications, the role of private networks in the context of European public networks, and the situation regarding the phasing out of copper-based networks.

Two Plenary meetings of the **European Regulators Group for Postal Services (ERGP)** were also held. Among other things, the ERGP responded to the announced regulatory framework review for the postal services market. The European Commission presented this review as part of its Single Market Strategy, and the planned outcome is the so-called EU Delivery Act. In this context, the ERGP has prepared a Report on the outline of the future regulatory postal framework, which summarises the key areas that need to be taken into account when drafting new legislation. Traditional reports mapping the postal market were also published. CTU actively participated in the ERGP's activities and hosted a meeting of the ERGP Contact Network in October 2025.

CTU also regularly participated in the work of the **European Board for Digital Services (EBDS)**, of which it is a member in its capacity as the Digital Services Coordinator (DSC). In total, the Board held nine meetings in 2025. The European Commission regularly reported

on the investigations it is currently conducting, on the requests for information it has sent to the platforms, and on the progress of work on the implementing regulations and guidelines for the implementation of the DSA. The individual DSCs were given an opportunity to share their experiences and questions. Following a series of elections held in the member states, the Board, together with the European Commission, was able to issue a set of tools for coordinators to ensure the integrity of electoral processes from the perspective of digital platforms. Discussions also continued regarding the protection of minors in the digital space. The Board also issued regular reports, as required by the DSA.

As part of its participation in the activities of the **Eastern Partnership Electronic Communications Regulators Network (EaPeReg)**, CTU hosted a meeting of the Spectrum Expert Working Group (SEWG) in 2025. The participants discussed a number of important topics, such as the release of the 700 MHz and 3.4–3.8 GHz bands and preparations for the transition to IMT, and shared the current status of their 5G plans and strategies. At its 2nd Plenary meeting in 2025, CTU was elected Vice-Chair of EaPeReg for the year 2026.

In 2025, CTU continued to be an active member of various ITU radiocommunication sector formations and related CEPT groups. In May 2025, it hosted a meeting of the CEPT NaN2 (Number Portability and Switching, Trust in Numbering, and Network Technology Regulatory Issues) group. The agenda focused primarily on a discussion regarding measures to prevent the misuse of numbering resources for fraudulent purposes.

Within the framework of regional cooperation in frequency spectrum management, the Office continued to implement and share experiences under existing agreements and representatives of the Office provided coordination of radio frequencies through bilateral and multilateral negotiations with the administrations of neighbouring countries.

From 17 to 28 November 2025, CTU was part of the Czech Republic's delegation to the World Telecommunication Development Conference (WTDC-25), which took

place in Baku, Azerbaijan. At this meeting, ITU member states discussed amendments to existing resolutions and proposals for several new resolutions, which will serve as the basis for the work of the ITU Development Sector study groups in the coming years. A major achievement for the European region (CEPT) was the adoption of the Baku Declaration, which included a number of European proposals. The Czech Republic was represented in the leadership of one of the conference's main working groups and, in the elections, secured a seat on the ITU Telecommunication Development Advisory Group (TDAG), which oversees the ITU's work between conferences.

12. Communication activities

As part of its media activities, the Office prepared and published press releases, answered questions from the professional public and journalists, coordinated its web presence, published the Telecommunication and Postal Bulletins, prepared regular Monitoring Reports together with specialist departments, and engaged in social media activities to promote the Office.

Communication with the media

Several meetings with journalists have been held over the past year.

On 18 June, we held a press conference together with representatives from the Ministry of Industry and Trade and the Association of Mobile Network Operators regarding extended coverage in white areas.

On 25 June, the press breakfast focused on discounts for low-income and disabled individuals, the DSA, and the launch of the thematic website dsacesko.ctu.gov.cz.

On 25 November, we presented to the journalists the AIA which provides not only a general framework for the use of AI, but also a stable and predictable environment for all those who develop or use AI. The regulation aims to promote innovation, business growth, and the development of modern AI solutions that benefit





not only the companies themselves, but society as a whole.

Over the past year, there has been an increase in the number of press releases issued, with a total of 41 released. In addition to our regular monthly press release accompanying the publication of the monitoring report, we addressed important topics such as the launch of a self-identification calculator to help entities determine whether the DSA applies to them, the fulfilment of obligations for nationwide DAB+ networks, and the fulfilment of coverage obligations for transportation corridors. The report serves to inform about the activities of the Office, and its recipients are both the professional sector and the media (it is sent to a selected group of journalists every month) and is available also to the general public on the Office's website. In the past year, we published a total of 63 articles in our Monitoring Reports (smaller technical texts are not included in this number), i.e. more than in the previous year.

CTU in the media

The media reported on CTU's activities in 5,889 instances last year, an increase of more than **40% compared to 2024**. The press conference on covering white areas, the issue of malicious calls, the tender for providers of special prices, and, last but not least, the Public Service Announcement (PSA) on special prices for low-income and disabled individuals received the most media attention. The PSA entitled "Connection Without Barriers" was aired a total of 86 times on Czech Television. It was an informational TV spot aimed at reaching eligible individuals, particularly those with low income. A total of 1,701,634 viewers watched the PSA. In addition to the short version intended for television broadcast, a longer educational version was also produced, featuring detailed instructions on how and where to apply for the discount; this version was designed to be shared on social media.

In 2025,

5,889

articles were published in the media

4,157
online media
coverage

845
radio broadcasts

409
television
appearances

245
publications in
print media

156
reports in the
agency's news
coverage

80
podcast
episodes

Communication with the professional public

The Electronic Communications Act (in Section 126) requires the Office to publish the Telecommunication Bulletin and the Postal Services Act (in Section 40) requires it to publish the Postal Bulletin. In the past year, 13 issues of the Telecommunication Bulletin and 10 issues of the Postal Bulletin were published. The bulletins issued are available (in Czech only) on the website of the Office⁴⁶ and on the public administration portal.⁴⁷ To communicate with the professional public, the Office uses articles and information included in the Monitoring Reports or information published on the CTU website. Another way of communicating with the professional public is to organise working meetings and workshops where there is room for discussion on relevant topics.

Workshops

During the year, CTU organised a number of meetings, workshops, open meetings, round tables and expert seminars, during which it communicated with representatives of the business sector, the professional public and consumer organisations. The aim of these meetings was to promote transparency, openness and maximum communication.

CTU started the year 2025 with a workshop on covering white areas. In February, the Office continued to organise workshops and prepared one to address the comments received on the draft Radio Spectrum Management Strategy.

A workshop for representatives of Czech law enforcement agencies was held in April. The purpose of the workshop was to present the DSA and the responsibilities of the Digital Services Coordinator. Attention was also given to the interpretation of the orders under Articles 9 and 10 of the DSA and to defining the role of CTU in ensuring preventive measures against systemic risks posed by VLOPs in connection with the elections to the Chamber of Deputies.

A technical seminar on the regulation of satellite networks was held in June. The main objective of the seminar was to familiarise attendees with the process of registering satellite networks with the International Telecommunication Union (ITU). The seminar was held in cooperation with the Ministry of Transport.

A workshop for representatives of VLOPs was held in late August in cooperation with the European Commission. Representatives from Meta, TikTok, Google, X, and Microsoft attended. The discussion focused on the preparedness of providers of VLOPs to address potential systemic risks related to the elections to the Chamber of Deputies. Participants presented their internal control mechanisms and declared their readiness to respond to any potential incidents.

In September, a workshop was held to discuss proposed amendments to Measure of General Nature No. SP/3/05.2011-8, issuing the network plan for public communication networks signalling.

As part of the Week for Digital Czechia, in which CTU actively participated, a workshop on digital rights of consumers was held. The content focused on users' rights in the online space under the DSA, with an emphasis on issues related to the protection of minors in the online world, including practical insights into current threats. The Office presented specific findings and activities in this area. Google has outlined its approach to protecting minors. In addition to the aforementioned workshop, CTU contributed through lectures, presentations, and the organisation of an Open Day. A total of 340 visitors and attendees took part in CTU's activities, where they received practical advice and guidance on how to protect themselves against cyber fraud and use digital services safely.



⁴⁶ <https://ctu.gov.cz/>
⁴⁷ <https://portal.gov.cz/>



The first workshop on the AIA took place in November. The overarching topic was AIA = Rules for Fair Play. CTU has thus expressed its interest in being an active player in the implementation of the AIA in the Czech Republic.

The workshop was attended by representatives of public administration (e.g. the Czech Office for Standards, Metrology and Testing (ÚNMZ); the Czech Standardisation Agency (ČAS); the Czech Metrology Institute (ČMI); and the National Cyber and Information Security Agency), representatives of future market surveillance authorities (Office for Personal Data Protection, Czech National Bank), as well as representatives of the business community (Confederation of Industry and Transport of the Czech Republic, CzechInvest, ICT

Union, Resistant AI) and the academic and research sectors (Brno University of Technology and European Centres for Digital Innovation). The workshop would not have been complete without representatives from prg.ai, the Czech Artificial Intelligence Association, and the European Commission's delegation in the Czech Republic.

CTU outlined its role as the future market surveillance authority, along with the Czech Office for Standards, Metrology and Testing as the future notifying authority and the Czech Metrology Institute, which will operate the regulatory sandbox.

The workshop included a discussion on methods for detecting prohibited practices in the field of AI in the Czech Republic under Article 5 of the AIA.

At the end of the workshop, there was unanimous agreement that mutual cooperation and sharing of experiences should continue in the future. The participants agreed not only to continue holding meetings in a similarly broad format, but also to develop smaller, thematically focused groups. These groups could include, for example, the academic community, regulated entities, or market surveillance authorities, which will

enable more targeted discussion of specific issues and more intensive professional cooperation.

At the end of the year, a full-day seminar titled "The Role of the Czech Telecommunication Office in Consumer Protection" was held. It was designed for citizen advisors who handle inquiries regarding electronic communications, postal services, and the digital environment. The seminar provided an overview of the role and responsibilities of CTU and offered practical information on electronic communications, the NetTest tool, postal services, CTU's dispute settlement procedures, and specific consumer rights in the online environment, including the protection of children and young people. All the speakers were also instructors at the Telecommunication Academy, what further enriched the final part of the seminar, which focused on CTU's public awareness activities and online tools; participants gained a wealth of practical information, and there was ample opportunity for questions and the sharing of experiences.

Communication with the public

CTU website recorded a total of 373,144 visits. The website is regularly updated for consumers, undertakings, and professionals. Current topics are presented in a separate section called "Current topics". A new section on CTU's website, Artificial Intelligence, was set up last year to provide information on Artificial Intelligence Act, how to comply and whom it concerns.

The Office also actively engages with the public through social media platforms such as Facebook, X, and LinkedIn. In 2025, approximately 50,000 users of X were reached through posts on the platform. On Facebook, posts on the CTU profile received approximately 78,000 views, with an additional 25,000 views generated by posts on the Telecommunication Academy

profile. The posts on the professional networking site LinkedIn have received more than 42,000 views.

The profile is primarily used to communicate with the professional community and to share information about regulatory activities, legislative changes, the participation of CTU representatives in professional conferences, and, for example, new services for the public. The number of followers on this platform grew by more than 50% last year.

Corporate Social Responsibility

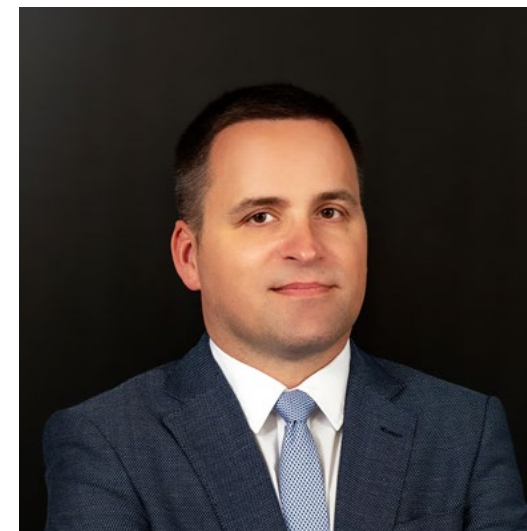
The Office was also active in the area of CSR (**Corporate Social Responsibility**). At the end of the year, CTU joined the Charter Against Domestic Violence, an initiative already supported by a large number of companies and government agencies, which aims to create a safe workplace environment where employees, who may be victims of domestic violence, can easily turn to trained ambassadors for help and support. The project thus complemented a long-running project using a similar principle implemented by the Ministry of Labour and Social Affairs under the name STOPPER, a system for ongoing protection and prevention aimed at eliminating workplace bullying. Employees also took part in the now-traditional support for charitable collections, such as the Czech Cancer Awareness Day collection, Veterans Day collection, and, most recently, the Shoe Box collection.





3

Legal Framework and the Need for Legislative Changes



Opening remarks by Council Member Vlastimil Turza on the current legal framework and the need for amendment

A significant milestone in the electronic communications sector was the adoption of Act No. 23/2025 Coll., known as Technical Amendment II, which, effective 1 July 2025, significantly expanded the powers and responsibilities of CTU in the area of settlement of subscriber disputes. CTU now settles disputes not only regarding electronic communications services themselves, but also regarding directly related payments, such as installation fees, sales or instalment payments for terminal equipment devices such as modems and telephones, or payments for streaming services and other digital content provided as a supplementary service. Why is this important? This results in a significant reduction in the administrative burden for both the parties to the proceedings and the government, as well as cost savings and a faster process overall. By consolidating these tasks under a single specialised body, we have reduced the burden on the courts, which until now had to handle these specific disputes involving monetary claims.

We would like to take this opportunity to thank our colleagues at the Office, who have seamlessly integrated this expansion of our responsibilities into their existing work. Although this was not a leap into completely uncharted territory, the increase in workload required meticulous organisation and dedication, thanks to which we have been able to continue settling disputes within the statutory time limits.

The amendment also clarified the requirement for free access to emergency services when communicating via the internet and strengthened protections against fraudulent activities (particularly against so-called spoofing). It has also established a unified list of blocked websites, which makes it easier for internet service providers to comply with their legal obligations.

The legislation concerning postal services was also amended. The amendment to the Postal Services Act (Act No. 332/2025 Coll.) responded to economic reali-

ties and the need to ensure the long-term sustainability of universal services. The limit for reimbursement of a postal licence holder's net costs has been raised to CZK 2 billion per year, and the new rules allow these funds to be used.

Despite intensive legislative activity, however, areas that require further attention and the completion of work in progress remain. In the postal services sector, there remains a need for a future amendment that would address consumer protection and the modernisation of conditions for business activity in a more comprehensive manner, as last year's amendment primarily addressed financing issues. In the field of electronic communications, it is necessary to adapt national law to the new European Gigabit Infrastructure Act (GIA), which is intended to replace the existing directive and further accelerate the deployment of high-speed networks.

The biggest challenge for the coming period is completing the adaptation of regulations in the field of the digital economy. Although the government had already designated CTU as the future digital services coordinator under the Digital Services Act (DSA) in 2023 via Resolution No. 590, the legislative process for the Digital Economy Act was not completed by the end of the previous legislative term and is thus continuing in 2026 under Chamber of Deputies Document No. 69. Without this legal basis, CTU cannot fully exercise the powers granted under this regulation. Equally crucial is the passage of the AIA, under which CTU would serve as one of the market supervisory authorities.

1. Legal framework

The legal framework for the market of electronic communication networks and services and the market for postal services, and for the exercise of the regulatory and supervisory powers of CTU consists in particular of:

- Act No. 127/2005 Coll., on electronic communications and on amendments to certain related acts (Electronic Communications Act),
- Act No. 29/2000 Coll., on postal services and on amendments to certain acts (Postal Services Act),
- Act No. 194/2017 Coll. on measures to reduce the costs of implementation of high-speed networks of electronic communications and on amendments to certain related acts, with effect from 1 January 2026 with the title "Act on the coordination of infrastructure construction and measures to reduce the costs of implementation of high-speed networks of electronic communications and on amendments to certain related acts" (hereinafter referred to as "Act No. 194/2017 Coll."),
- Act No. 480/2004 Coll., on certain information society services and on amendments to certain acts (Act on Certain Information Society Services),
- Act No. 67/2023 Coll., on certain measures against the dissemination of terrorist content online (hereinafter referred to as "Act No. 67/2023 Coll."),

- Act No. 424/2023 Coll., on requirements for accessibility of certain products and services, which will come into effect on 28 June 2025.

The following laws and regulations, which had or will have in the future impact on the sector of electronic communication services, postal services or digital economy services, were enacted in 2025.

1.1 Amendments to the Electronic Communications Act

Act No. 23/2025 Coll., amending Act No. 127/2005 Coll., on electronic communications and on amendments to certain related acts (Electronic Communications Act), as amended, and certain other acts, which, with certain exceptions, entered into effect on 1 July 2025.

The Act significantly expanded the powers of CTU in the area of settlement of subscriber disputes concerning outstanding pecuniary consideration (so-called unpaid invoices – Sections 129a and 129b of the Electronic Communications Act).

This area now includes payments for services and goods that, while not electronic communications services themselves, are directly related to the provision thereof (e.g. installation fees, activation fees, payments for the sale, rental, or instalment purchase of equipment such as set-top boxes, modems, or telephones), as well as payments for certain services, such as premium SMS, donation SMS, or m-payments, payments for streaming services and other digital content, provided they are offered as a supplementary service to electronic communications services, and payments for calls to paid numbers.

Combining these cases into one proceedings within one authority reduces the administrative burden and saves the costs of these proceedings on the part of both the parties to the proceedings and the state.

Another new provision is the requirement to provide free access to emergency services even when communication takes place via the internet, typically through mobile application, which will be included in the list of alternative emergency communication methods published by the Ministry of the Interior (Section 33, subsections 18 and 20). Data traffic associated with such emergency communications must not be counted toward the data limit. This is a permitted exception to the prohibition of the so-called zero-rating. Negotiations are currently underway regarding the inclusion of the Záchranka app on this list, for example.

The amendment also provides greater protection against the misuse of electronic communications networks and services and against fraudulent conduct (Section 90, subsections 5, 6, and 8).

Another key part of the amendment is a series of measures designed to facilitate the construction of public communication networks. Certain building permit processes are being streamlined (exceptions regarding landscape character assessments, the use of forest land, and the delegation of decision-making authority to municipalities with expanded powers), and the creation of easements for the use of other's properties is also being simplified, particularly when such properties are owned by the state or municipalities.

A so-called unified list of blocked websites (Section 115b) is also being introduced, which is available on CTU website.

Last but not least, the amendment also responds to earlier changes to the legislation made under the so-called consolidation package (Act No. 349/2023 Coll.) affecting payments for the provision of wiretaps and message records and for the storage and provision of traffic and location data pursuant to Section 97 of the Electronic Communications Act.

The amendment also includes a number of technical legislative changes.

Act No. 152/2025 Coll., amending certain acts in connection with the adoption of the State Social Assistance Benefit Act, which came into effect on 1 October 2025.

Part 29 of this Act contains an amendment to Section 38 of the Electronic Communications Act, which brings the terminology of that provision into line with the introduction of the state social assistance benefit under Act No. 151/2025, on the state social assistance benefit.

Act No. 218/2025 Coll., amending certain acts in the area of tax administration and the jurisdiction of the Customs Administration of the Czech Republic, Act No. 16/1993 Coll., on road tax, as amended, and Act No. 69/2010 Coll., on the ownership of Prague-Ruzyně Airport, which came into effect on 1 July 2025.

Part 70 of the Act contains an amendment to Section 108 of the Electronic Communications Act, which clarifies the powers of CTU with respect to the collection and enforcement of monetary payments that the Office has imposed pursuant to the relevant legal regulations under the so-called shared administration system and which thus constitute revenue for the state budget or the Radio Communications Account (Section 27 of the Electronic Communications Act).

Act No. 230/2025 Coll., amending Act No. 273/2008 Coll., on Police of the Czech Republic, as amended, and

some other related acts, which came into effect on 10 July 2025.

As part of this Act (Part Four), an amendment to Section 97(7) of the Electronic Communications Act, which corrects an error that occurred during the incorporation of an amendment proposal adopted in the Chamber of Deputies to the draft of the future Act No. 23/2025 Coll. In essence, it confirms that, in order to fulfil the obligation to retain operational and location data, the obliged person is entitled to a contribution towards the costs of fulfilling this obligation, rather than reimbursement of the costs actually and effectively incurred. In this context, Part Nine of Act No. 230/2025 Coll. introduces technical amendments to Act No. 23/2025 Coll. in connection with the current revision.

Act No. 265/2025 Coll., amending certain acts in connection with the adoption of the Cybersecurity Act, which came into effect on 1 November 2025.

This is the so-called accompanying act to Act No. 264/2025 Coll., on cybersecurity, which transposes Directive (EU) 2022/ 2555 on measures for a high common level of cybersecurity across the Union (NIS 2 Directive) and which replaces the existing Act No. 181/2014 Coll., on cybersecurity and on the amendments to the related Acts (Cybersecurity Act), as amended.

This accompanying Act amends, among other things, the Electronic Communications Act in order to prevent overlapping requirements. In addition to the security exception under Section 98 of the Electronic Commu-

nications Act, provided that the relevant measures are implemented in accordance with the Cybersecurity Act, this also includes the possibility of amending or revoking a previous regulatory measure (including, for example, the terms and conditions for the block allocation of radio frequencies) imposed by CTU if compliance with them would conflict with newly imposed measures in the area of cybersecurity.

In 2025, implementing regulations for the Electronic Communications Act were adopted (Decree No. 181/2025 Coll., Decree No. 192/2025 Coll., Decree No. 193/2025 Coll., Government Order No. 263/2025 Coll., Government Order No. 373/2025 Coll., Decree No. 535/2025 Coll., and Decree No. 569/2025 Coll.); details are provided in Section 1.4 Other Legislation.

1.2 Amendment to the Postal Services Act

Act No. 265/2025 Coll., amending certain acts in connection with the adoption of the Cybersecurity Act, which came into effect on 1 November 2025.

This is the so-called accompanying act to Act No. 264/2025 Coll., on cybersecurity, which transposes Directive (EU) 2022/ 2555 on measures for a high common level of cybersecurity across the Union (NIS 2 Directive) and which replaces the existing Act No. 181/2014 Coll., on cybersecurity and on the amendments of the related Acts (Cybersecurity Act), as amended.

This accompanying act brings the Postal Services Act, among other laws, into compliance with the requirements of the new Cybersecurity Act by imposing an obligation on the postal licence holder to notify CTU without undue delay of any threat to or breach of the security of the postal network, the provision of universal services, or access to elements of the postal infrastructure and to special services related to the operation of the postal infrastructure pursuant to Section 34. However, this obligation (Section 33(3) of the Postal Services Act) does not apply if the breach originates in the cyber domain, which is subject to a reporting obligation under the new Cybersecurity Act; this prevents the duplicate provision of information and thus avoids an unnecessary burden on the obliged party. At the same time, a closer form of cooperation is being established between CTU and National Cyber and Information Security Agency to ensure cybersecurity in the field of postal services.

Act No. 332/2025 Coll., amending Act No. 29/2000 Coll. on postal services and on amendments to certain acts (Postal Services Act), as amended, which came into effect on 1 January 2026.
This amendment to the Postal Services Act addresses the need to ensure the sustainability of universal service provision and regulates certain aspects of the financing and reimbursement of a postal licence holder's net costs—including so-called preliminary net costs—for universal services.

At the same time, the Act now stipulates that if the amount of verified net costs does not reach the limit, the fair burden must be assessed in accordance with the procedure set forth in the implementing regulation (Decree No. 466/2012 Coll., on the method of the Czech Telecommunication Office in calculating the net costs of fulfilling the obligation to provide universal services, as amended by Decree No. 576/2025 Coll.)

The Act also sets forth provisions regarding certain previously unregulated matters pertaining to postal licences, in particular the possibility of amending a postal licence, the transfer of a postal licence, and the procedures to be followed in the event that a postal licence expires. The Act thus responds to these developments and the process of selecting a postal licence holder in a way that ensures the continuity of provision of universal services at all times. The most recent significant change in the law brought about by court rulings is a clarification of CTU's authority to decide disputes under Section 34 of the Postal Services Act, specifically extending this authority to include disputes concerning the conclusion of an addendum to a contract for access to postal infrastructure.

In 2025, in connection with the amendment introduced by Act No. 332/2025 Coll., an implementing regulation for the Postal Services Act (Decree No. 576/2025 Coll.) was adopted; details are provided in section 1.4 Other legislation

1.3 Act No. 424/2023 Coll.

Act No. 218/2025 Coll., amending certain acts in the area of tax administration and the jurisdiction of the Customs Administration of the Czech Republic, Act No. 16/1993 Coll., on road tax, as amended, and Act No. 69/2010 Coll., on the ownership of Prague-Ruzyně Airport, which came into effect on 1 July 2025.
Part 116 of the Act contains an amendment to Section 26 of Act No. 424/2023 Coll., which clarifies the powers and responsibilities of CTU in collecting and enforcing penalties imposed under the Act, within the framework of so-called shared administration.

1.4 Other legislation

Act No. 77/2025 Coll., amending Act No. 349/1999 Coll., on the public defender of rights, as amended, and other related acts, which came into effect on 1 July 2025.
Part 14 contains amendments to Sections 101a and 101b of Act No. 150/2002 Coll., the Code of Administrative Justice, which now stipulates that an application for the annulment of a measure of general nature or parts thereof may be submitted by the Prosecutor General if they find that there is a serious public interest in its submission, and by the Public Defender of Rights or the Public Defender of Children's Rights if they demonstrate a serious public interest in its submission. The application may be submitted within three years of the date on which the measure of general nature came into effect, unless otherwise provided by a separate law.

This change also has implications for the activities of CTU, particularly when the Office issues measures of general nature in the area of electronic communications regulation.

Act No. 173/2025 Coll., amending Act No. 300/2013 Coll., on military police and on amendment to certain laws (Military Police Act), as amended, and certain other laws, which came into effect on 1 July 2025.
This Act introduces, in the new provision of Section 8b, the authority of the Military Police to interfere with the operation of electronic communications equipment and networks, as well as the provision of electronic communications services or the operation of radio communications services. The Military Police may exercise this authority to eliminate an immediate threat to human life or health, or to engage in interference at a protected facility to the extent and for the duration necessary in order to prevent imminent large-scale damage to property. The Military Police may also carry out such interference (jamming) during training. In connection with the authorisations, the Act also establishes reporting obligations towards CTU and the method of control by Chamber of Deputies of the Czech Republic the exercise of the authorisations.

Act No. 234/2025 Coll., on election campaigns and on the transparency and targeting of political advertising, which came into effect on 1 January 2026.
Among other things, this Act transposes Regulation (EU) 2024/900 of the European Parliament and of the Council of 13 March 2024 on the transparency and targeting of political advertising, which invokes the powers of the Digital Services Coordinator under Regulation (EU) 2022/2065 (the so-called DSA) with respect to intermediary service providers and extends it to this area as well. Once the Digital Economy Act is adopted (the bill is currently before the Chamber of Deputies as Document No. 69), CTU is expected to serve as the Digital Services Coordinator.

Act No. 264/2025 Coll., on cybersecurity, which came into effect on 1 November 2025.
This Act transposes Directive (EU) 2022/2555 of the European Parliament and of the Council on measures for a high common level of cybersecurity across the Union (NIS 2 Directive) and completely replaces the existing Act No. 181/2014 Coll., on cybersecurity and on the amendments to related Acts (Cybersecurity Act), as amended. Cybersecurity issues affect both the electronic communications sector and the postal services sector.

Effective 1 November 2025, the following implementing regulations, among others, were adopted in connection with Act No. 264/2025 Coll., on cybersecurity:

- Decree No. 334/2025 Coll., on the Portal of the National Cyber and Information Security Agency and requirements for certain activities,
- Decree No. 408/2025 Coll., on regulated services,
- Decree No. 409/2025 Coll., on security measures of the provider of regulated services in the higher obligations mode,
- Decree No. 410/2025 Coll., on security measures of the provider of regulated services in the lower obligations mode,

Act No. 266/2025 Coll., on the resilience of critical infrastructure entities and on amendments to related acts (the Critical Infrastructure Act), which came into effect on 19 August 2025.
Act No. 266/2025 is the transposition of Directive of the European Parliament and of the Council (EU) 2022/2557 on the resilience of critical entities and repealing Council Directive 2008/114/EC (the CER Directive) and introduces a new concept of resilience for critical infrastructure entities, which no longer places the main emphasis on the critical infrastructure element in the sense of a building, facility, etc., but rather on the overall assurance of the provision of so-called universal service by the critical infrastructure entity. The list of critical infrastructure entities is maintained by the Ministry of the Interior, which also cooperates with the National Cyber and Information Security Agency, the Czech National Bank, and other central administrative authorities. At the same time, a system is being established to assess risks, corresponding rights and obligations, as well as measures to ensure the resilience of critical infrastructure entities. From

an organisational standpoint, a new post of critical infrastructure manager is being established, along with a critical infrastructure portal for reporting incidents. Last but not least, the Strategy for Strengthening the Resilience of Critical Infrastructure Entities is also part of the overall system; it sets out strategic objectives and measures aimed at strengthening and ensuring the resilience of critical infrastructure entities within the sectors and subsectors listed in the annex to this Act. The strategy is subject to approval by the government.

Implementing regulations for the Electronic Communications Act

Decree No. 181/2025 Coll., amending Decree No. 360/2010 Coll. laying down the template for an electronic form for a proposal for resolving a dispute on obligation to settle financial claim, and technical requirements for its usage, as amended by Decree No. 180/2017 Coll., which came into effect on 1 July 2025.
In relation to Act No. 23/2025 Coll., amending Act No. 127/2005 Coll. on electronic communications and on amendments to certain related Acts (the Electronic Communications Act), as amended, and certain other acts, which expanded the scope of private law disputes settled by CTU to include disputes specified in the new Sections 129a and 129b of the Electronic Communications Act, whereby, in these cases as well, motions to initiate proceedings must be filed using an electronic form, the template for which is defined by an implementing regulation, the Decree updates the form already contained in Decree No. 360/2010 Coll., and extends its use to include the submission of applications for the settlement of disputes under Sections 129a and 129b of the Electronic Communications Act.

Decree No. 192/2025 Coll. amending Decree No. 105/2010 Coll., on frequency band allocation plan (National Table of Frequency Allocations), as amended, which came into effect on 1 July 2025.
The Decree responds to the current wording of the Radio Regulations (Edition of 2024) and implements the results of the ITU (International Telecommunication Union) negotiations, summarised in the Final Acts of the World Radiocommunication Conference WRC-23.

Decree No. 193/ 2025 Coll., on the amount and method of reimbursement of costs effectively and efficiently incurred for the provision of information from the database of subscribers of a publicly available electronic communications service and for the provision of traffic and location data, which came into effect on 1 July 2025.
Act No. 23/2025 Coll., amending Act No. 127/2005 Coll., on the electronic communications and on amendments to certain related acts (Electronic Communications Act), as amended, and certain other acts, effective as of 1 July 2025, introduced amendments to Section 97 of the Electronic Communications Act, including authorisation to issue implementing regulation for determination of the amount and method of payment for the fulfilment of certain obligations, specifically



the obligation to provide information from the database of subscribers of a publicly available electronic communications service and the obligation to provide traffic and location data. Due to the narrowing of the statutory authority, Act No. 23/2025 Coll., effective 1 July 2025, simultaneously repealed the existing Decree No. 462/2013 Coll., on the determination of the amount and method of reimbursement for effectively incurred costs related to the interception and recording of communications, the storage and provision of traffic and location data, and the provision of information from the database of voice communication service subscribers, which is superseded by Decree No. 193/2025 Coll.

Government Order No. 263/2025 Coll., on the determination of the amount and method of reimbursement for effectively incurred costs related to the interception and recording of communications and the contribution to the retention of traffic and location data, which came into effect on 1 August 2025.

The Government Order was issued in response to amendments to Section 97 of the Electronic Communications Act adopted as part of its amendment adopted by Act No. 23/2025 Coll. To implement the new authority granted to the government, it regulates the reimbursement of costs incurred by obliged entities (legal entities or self-employed persons providing a publicly available electronic communications service or operating a public communications network) in connection with interception and the retention of traffic and location data (Section 97 of the Electronic Communications Act). Specifically, it sets forth the amount and method of reimbursement for costs incurred efficiently

and effectively in fulfilling the obligations to establish and maintain, at designated points in their networks, interfaces for connecting telecommunications terminal equipment devices for the interception and recording of communications, as well as the amount and method of reimbursement for the obligation to retain traffic and location data, even in the case of a common technical solution, and the method of demonstrating the reasonableness of costs incurred efficiently and effectively (Section 97(11) of the Electronic Communications Act).

Government Order No. 373/2025 Coll., amending Government Order No. 42/2017 Coll., amending Government Order No. 153/2005, on the determination of the method and amount of creation of means of the radiocommunication account and the method of their withdrawal, as amended by Government Order No. 408/2022 Coll., which came into effect on 17 October 2025.

The Government Order extends the original deadline by which funds from the Radio Communications Account (Section 27 of the Electronic Communications Act) to compensate for costs incurred by operators of terrestrial digital television broadcasting in connection with the transition of terrestrial digital television broadcasting from the DVB-T standard to the DVB-T2 standard, and which have not yet been compensated due to the ongoing notification process for state aid SA. 64153 with the European Commission. This deadline is extended to 31 December 2027.

Decree No. 535/2025 Coll., on the operation of the public warning system, which came into effect on 1 January 2026.

This Decree is issued by the Ministry of the Interior pursuant to Section 150(4) of the Electronic Communications Act to implement Section 33b(2) of the same Act. In addition to the rules governing the activation of the public warning system, the scope and method of information dissemination, and the method of transmitting public warnings, it also sets forth the conditions for reimbursing the operator for the costs incurred in ensuring the transmission of public warnings.

Decree No. 569/2025 Coll., on the transmission of data to the unified list of blocked websites and the data published therein, which came into effect on 1 January 2026.

In accordance with Section 115b(3) of the Electronic Communications Act, this Decree specifies the scope of data published in the unified list of blocked websites, as well as the scope, method, form, and conditions for the transmission of data by the authority maintaining the list of websites to which internet access service providers must block access, pursuant to another regulation (the so-called “source list”), concerning the entry of a website on such a list. These authorities submit the relevant data to CTU for the purpose of maintaining a unified list, utilising the open data framework under Act No. 106/1999 Coll., on free access to information, as amended, in order to minimise costs and the associated impact on public budgets.

The unified list is intended to help internet access service providers fulfil their obligation to block access to websites included on the source lists by compiling data from those lists in a single location.

Implementing legislation for the Postal Services Act

Decree 576/2025 Coll., amending Decree No. 466/2012 Coll., on the method of the Czech Telecommunication Office in calculating the net costs of fulfilling the obligation to provide universal services, as amended by Decree No. 187/2019 Coll., which came into effect on 1 January 2026.

Pursuant to the amendment to the Postal Services Act enacted by Act No. 332/2025 Coll., which raised the limit for compensation of net costs incurred by postal licence holders in fulfilling their obligation to provide universal services, the Decree in question amended the existing method of CTU for calculating these net costs, in particular the method for assessing whether the net costs represent an unfair burden on the postal licence holder, as well as the establishment of incentives for

cost-effectiveness and the relevant methodology. In addition, the structure of the information reported for these purposes by the postal licence holder has been revised, specifically through the new table structure set forth in the annex to the Decree.

2. Information on the need to pass new regulations or amend the existing regulations

2.1 Electronic communications

The need for an amendment to the Electronic Communications Act

On 7 February 2025, an amendment to the Electronic Communications Act (the so-called Technical Amendment II) was promulgated in the Collection of Laws in the form of Act No. 23/2005 Coll., amending Act No. 127/2005 Coll., on the electronic communications and on amendment to certain related acts (Electronic Communications Act) as amended, and certain other acts. This amendment to the Electronic Communications Act entered into effect on 1 July 2025 and, as regards the regulation of the new “unified list of blocked websites”, on 1 January 2026. **Currently, no further need to change the Electronic Communications Act is identified by CTU.**

In early 2026, the process of developing a new European framework for electronic communications began with the publication of the Commission’s proposal for a regulation on digital networks (the Digital Networks Act). The Ministry of Industry and Trade is the administrative body responsible for this regulation in the Czech Republic. CTU will devote significant attention to this proposal in the coming period and is prepared to work closely with all stakeholders.

The need to issue implementing regulations for the Electronic Communications Act

Amendments to or the issuance of new implementing regulations for the Electronic Communications Act in connection with the adoption of the amendment to that Act enacted by Act No. 23/2025 Coll. have been carried out; however, on top of this, **a need to amend these implementing regulations remains:**

- 1) Government Order No. 154/2005 Coll., on the determination of the amount and method of calculation of the charges for using radio frequencies and numbers. The Order is within the competence of the Ministry of Industry and Trade.
- 2) Decree No. 156/2005 Coll., on the technical and operating conditions of the amateur radio communication service. The Decree is within the competence of the Ministry of Industry and Trade.

2.2 Postal Services

The need for an amendment to the Postal Services Act

On 9 September 2025, an amendment to the Postal Services Act was published in the Collection of Laws as Act No. 332/2005 Coll., amending Act No. 29/2000 Coll., on postal services and on amendments to certain acts (the Postal Services Act), as amended. This amendment to the Postal Services Act came into effect on 1 January 2026.

However, Act No. 332/2025 Coll. focused only on a limited portion of the issues originally identified (namely, the reimbursement of net costs for providing universal services, minor modifications regarding the postal licence, and the settlement of disputes over access to postal infrastructure); **the remaining problem areas** (i.e. in particular, consumer protection, partial modifications of the conditions for providing universal services, and notification of business activities) **should therefore be included in a further amendment to the Postal Services Act**, as it is particularly necessary to respond to developments in market legal context in the area of consumer protection.

The need to issue implementing regulations for the Postal Services Act

The implementing regulations for the Postal Services Act were issued in connection with the adoption of the amendment to that Act enacted by Act No. 332/2025 Coll. At this moment, **CTU has not identified any need for further amendments to the implementing regulations.**

2.3 Act No. 194/2017 Coll., on measures to reduce the costs of deploying high-speed electronic communications networks and on the amendment to some other acts

At European level, the Regulation of the European Parliament and of the Council (EU) of 29 April 2024 on measures to reduce the cost of deploying gigabit electronic communications networks, amending Regulation (EU) 2015/2120 and repealing Directive 2014/61/EU (Gigabit Infrastructure Act) (also known as the GIA) has been adopted and will apply from 12 November 2025. This Regulation repeals, inter alia, Directive 2014/61/EU of the European Parliament and of the Council on measures to reduce the cost of deploying high-speed electronic communications networks, which is replaced by the GIA. Given that Directive 2014/61/EU was transposed into the legal system of the Czech Republic by Act No. 194/2017 Coll., on measures to reduce the costs of deploying high-speed electronic communications networks and on the amendment to some other acts, **the existing national legislation must be adapted to the requirements of the new GIA.** The Ministry of Industry and Trade is responsible for this

legislation. In 2024, it prepared a draft bill, which was debated in 2025 and is currently being considered by the Chamber of Deputies of the Parliament of the Czech Republic as Chamber of Deputies Document No. 55 and Document No. 56 (accompanying amendment bill).

National legislation (the current version of Act No. 194/2017 Coll.) does not cover the full scope of rights, obligations, and conditions under the GIA. It is therefore important that the adaptation act is adopted as soon as possible, as the rapid and efficient deployment of electronic communications networks remains a priority.

2.4 Digital Economy

The following regulations were adopted at European level in the field of the digital economy:

- Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a single market for digital services and amending Directive 2000/31/EC (Digital Services Act) (also known as the DSA) – the Regulation applies from 17 February 2024.
- 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) (also known as the DGA) – the Regulation applies from 24 September 2023.
- Regulation (EU) 2023/2854 of the European Parliament and of the Council of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828 (Data Act) (also known as the DA) – the Regulation applies from 12 September 2025.

In 2024, the Ministry of Industry and Trade started to prepare the adaptation of the legal order to the DGA and the DSA by preparing a new **Digital Economy Act**. The draft law was submitted by the Government to the Chamber of Deputies on 27 August 2024 and is listed there as Parliamentary Document No. 776. However, by the end of the parliamentary term, the necessary legislation had not been adopted, and the draft law had been tabled on 12 December 2025 into a new legislative process as Parliamentary Document No. 69.

Although the Government, in its Resolution No. 590 of 16 August 2023 on the information on the solution of the conceptual institutional anchoring of the EU digital legislation, expressed its consent to the proposal that CTU should be the so-called Digital Services Coordinator (in accordance with DSA) under the relevant adaptation law and thus newly ensure the tasks related to this position, **it is necessary to complete this legislative process as quickly as possible**, also in view of the deadlines for application set for the above-mentioned regulations and the fact that without legal authorisation CTU cannot ensure the full scope of the relevant tasks.

The adaptation of the legal order of the Czech Republic to the DA is being prepared by the Ministry of Industry and Trade as an amendment to the Digital Economy Act. **There is also an urgent need to adopt the relevant adaptation law**, since the DA applies from 12 September 2025 and CTU should ensure some of the activities arising from it.

It should also be noted that at European level, Directive (EU) 2023/1544 of the European Parliament and of the Council of 12 July 2023 laying down harmonised rules on the designation of designated establishments and the appointment of legal representatives for the purpose of gathering electronic evidence in criminal proceedings has been adopted, with an effective date of 18 February 2026. According to the draft transposition law on the designation of service providers' establishments and the appointment of legal representatives of service providers for the purpose of gathering electronic evidence in criminal proceedings—which falls under the jurisdiction of the Ministry of Industry and Trade and is currently being debated in the Chamber of Deputies of the Parliament of the Czech Republic as Chamber of Deputies Document No. 52—CTU would be required to carry out new supervisory activities.

This Directive is related to Regulation (EU) 2023/1543 of the European Parliament and of the Council of 12 July 2023 on European Production Orders and European Preservation Orders for electronic evidence in criminal proceedings and for the execution of custodial sentences following criminal proceedings, the adaptation of which falls within the purview of the Ministry of Justice (Chamber of Deputies Document No. 46); **it is therefore necessary to ensure, as soon as possible, the legal establishment of the relevant powers for CTU under the Act on the designation of establishments and appointment of representatives of service providers for the purpose of gathering electronic evidence in criminal proceedings.**

2.5 Artificial Intelligence (AI)

Last but not least, it is important to note Regulation (EU) 2024/1689 of the European Parliament and of the Council of 13 June 2024 laying down harmonised rules on artificial intelligence and amending Regulations (EC) No 300/2008, (EU) No 167/2013, (EU) No 168/2013, (EU) 2018/858, (EU) 2018/1139 and (EU) 2019/2144 and Directives 2014/90/EU, (EU) 2016/797 and (EU) 2020/1828 (Artificial Intelligence Act), which will generally apply from 2 August 2026, but certain parts of which are already applicable from 2 February 2025 and 2 August 2025. The Ministry of Industry and Trade is responsible for adapting the Czech legal system to the AIA; the ministry has drafted a bill on AI and on amendments to Act No. 87/2023 Coll., on product market surveillance and on amendments to certain related acts, as amended. However, the inter-ministerial consultation process had not been completed by the end of 2025. **CTU should be one of the market surveillance authorities; however, without the necessary legal authority, it cannot carry out these supervisory functions.**





4

Organisation and Operation of the Office

1. Financial results of the Office

The binding indicators of Chapter 328 – CTU – ensue from Act No. 449/2022 Coll., on the state budget of the Czech Republic for 2025, as amended. An overview of the fulfilment of these indicators is given in Annex No. 9; at the same time, Annex No. 10 provides an overview of the binding indicators for 2026 (an obligation established by the Electronic Communications Act). Complete information on CTU's financials is contained in the CTU's Final Accounts.

> CZK 1,63m
actual revenue
in the CTU's Final Accounts
for 2025

Table 11: Overview of income and expenditure in 2025 (in thousands CZK)

Indicator	Approved budget	Adjusted budget	Final budget	Reality
Income	1 047 860,24	1 336 776,80		1 630 393,51
Expenditure	2 179 811,18	2 468 727,74	5 099 978,80	4 551 942,69

2. Management of non-budgetary funds

Radiocommunication Account

The obligation to set up a Radiocommunication Account, which is managed by CTU, has arisen for the CTU from the Electronic Communications Act. The account was established at the Czech National Bank (CNB), Prague Branch, as a foreign funds account with the extended prefix number "26016". The radiocommunication account is created according to Government Order No. 153/2005 Coll., on the determination of the method of providing funds to the radio communication account, the amount thereof, and the method of fund withdrawal, at 6% of the fees collected for the use of radio frequencies. Money is transferred to the account on a quarterly basis (invariably after the quarter having passed).

The funds are used for to cover the effectively and practically spent costs incurred by the holders of individual authorisations to use radio frequencies who incurred these costs as a result of the changes in the radio spectrum utilisation for reasons due to the Electronic Communications Act.

> CZK 93m
expenses paid
from the Radiocommunications
Account
in 2025

They can be also used for covering the expenses associated with the fulfilment of the obligation of CTU within the radio spectrum management. In 2025, CTU paid from the radiocommunication account expenses in total amount of CZK 93,837,449,46.

Table 12: Radiocommunication account

Account balance as of 1 January 2025	903 149 980,51
Budgeting for the year 2025	70 187 510,50
Drawing for the year 2025	93 837 449,46
Account balance as of 31 December 2025	879 500 041,55



3. Results of external audits

Two external audits were carried out at CTU in 2025. In September 2024, the Supreme Audit Office launched audit No. 24/23, entitled “Closing Account of the ‘Czech Telecommunication Office’ Chapter of the 2024 State Budget, 2024 Financial Statements of the Czech Telecommunication Office, and Information Submitted by the Czech Telecommunication Office for the Evaluation of State Budget Implementation for 2024”. According to the schedule, the audit was completed in May 2025. The objective of the audit was to verify whether CTU had complied with the applicable laws and regulations when preparing its closing accounts, maintaining its accounting records, preparing its financial statements, and submitting information for the evaluation of the implementation of the state budget for 2024. CTU corrected the identified deficiencies during the audit, and as a result, they did not have a negative impact in the form of errors in the audited financial statements of CTU for the year 2024.

In November, the Tax Authority for the Ústí nad Labem Region conducted an audit of the administration of administrative fees at the Department for North Bohemian Region. The audit found that administrative fees are collected properly and in a timely manner in accordance with Act No. 634/2004 Coll., on administrative fees.

4. Human resources

4.1 Number of systemised posts

There was a total of 587 systemised posts in the Office as of 1 January 2025. For 2025, the total number of systemised posts remains unchanged.

The independence of decision making from regulated entities and parties to disputes is guaranteed by the current organisational and personnel structure of the Office under the terms of Act No. 234/2014 Coll., on the civil service, as amended, and the remuneration system. As part of the systemisation of posts, the Office is subject to approval by the Government, which, however, has not yet been problematic in the annual approval process.

4.2 Employee Training

Employee training was carried out in accordance with Act No. 234/2014 Coll., on civil service, as amended, Act No. 262/2006 Coll., labour code, as amended, and the binding guideline of CTU No. 15/2016 which lays down the procedures for improvement and increasing of education of CTU employees.

The general part of the civil service exam passed 32 employees, and a total of 17 employees passed the specialised part; of those, 15 passed the exam in Field No. 36, Electronic Communications and Postal Services.

Language training was provided to employees in the form of group and individual courses in English.

Selected employees attended courses to concern the development of personal skills (e.g. lecturing skills, stress management, behaviour in risk situations).

The costs on the account of Training and education services as of 31 December 2025 were CZK 4,250,313 and on the account of Participant fees for conferences CZK 361,381.

In 2025,

1,441

participants completed training programs, including

1,212
continuing training

180
language courses

9
senior officer training programs

40
initial training

4.3 Funds for the salaries of CTU employees

The budget of funds for the salaries of civil servants without EU projects for the year 2025 was CZK 333,212,242. The actual average gross salary of an employee of the Office in 2025 was CZK 52,829.

4.4 Remuneration of the members and chairman of the CTU Council

Effective from 1 January 2022, Section 107 of the Electronic Communications Act regulates the remuneration of the members of the CTU Council and its chairman to reflect the independence of the Office, with the remuneration and reimbursement being derived from that applicable to the President and members of the Supreme Audit Office, similar to that applicable to other regulatory bodies.

Table 13: Headcount (for 2025 in comparison to 2023 and 2024)

Indicator / Period	2023	2024	2025
Systemized number of employees	589	587	587
Average FTEs	549	528	523
Number of newly hired employees	39	46	45
Number of terminated civil service/employment contracts	58	72	55
Number of employees in post-productive age as of 31 December	34	28	27



5

Mandatory Parts of the Annual Report

1. Annual Report on the universal service

The Office prepares an annual report on the Universal Service in accordance with Section 50 of the Electronic Communications Act. In addition to information on the scope of services provided under the universal service, this report also contains information on the method of funding the universal service referred to in Electronic Communications Act for the assessment period of 2025.

1.1 Imposed partial services

Specially equipped terminal equipment

The obligation to provide a service consisting of access by people with disabilities to partial services under Section 38(2)(a) and (b) provided not only at a fixed location, equivalent to access enjoyed by other consumers, in particular through specially equipped terminal equipment (Section 38(2)(c) of the Electronic Communications Act), was imposed on O2 from 1 January 2023 to 31 December 2025 on the basis of the results of the tender procedure.

Special prices

The obligation to allow persons with special social needs pursuant to Sections 44 and 45 of the Electronic Communications Act to choose prices or price plans that differ from price plans provided under normal commercial conditions so that such persons can access and use the partial services pursuant to Section 38(2)(a) and (b) of the Electronic Communications Act, and not only at a fixed location (Section 38(3) of the Electronic Communications Act), was imposed on O2, T-Mobile, Vodafone, and PODA with effect from 1 January 2023 to 31 December 2025.

1.2 Review of universal service partial services

In 2025, the Office carried out a review pursuant to Section 39(3) of the Electronic Communications Act to determine whether the grounds for imposing the obligation under Section 38(2)(c) and the obligation under Section 38(3) of the Electronic Communications Act continue to exist.

Based on the results of the review, the Office issued a notice stating its intention not to impose an obligation to provide a partial service pursuant to Section 38(2)(c) of the Electronic Communications Act. No comments were received during the public consultation, and as of 1 January 2026, there is no longer an obligation to provide this partial service.

Based on the results of the review, the Office further issued a notice of intent to impose an obligation to provide a partial service pursuant to Section 38(3) of the Electronic Communications Act and subsequently an-

nounced a tender to select a provider for that service. Following its assessment, the Office decided to impose the obligation on O2, T-Mobile, Vodafone, and PODA, effective from 1 January 2026 through 31 December 2028.

1.3 Funding of the universal service

Since 2010, funding for universal service under the Electronic Communications Act has been provided from the state budget.

Net costs for the year 2024

On 31 July 2025, O2 submitted a request for reimbursement of the net costs for the provision of the service of the sale of specially equipped telecommunication terminal equipment in 2024. The Office verified these accounts in particular in relation to the results of the separate cost and revenue records.

The net costs were quantified at CZK 999,037.48 and were assessed as an unbearable burden. Intangible benefits were not identified. The net costs were determined by a final decision of CTU dated 5 November 2025, and the reimbursement thereof was fully made from the state budget to O2 which provided the defined scope of the universal service in 2024.

1.4 Loss from the provision of the universal service of “Special prices”

The loss from the mandatory provision of the partial service of “Special Prices” for the year 2024 was reimbursed to individual providers in 2025.

In 2024, four companies, namely O2, PODA, T-Mobile and Vodafone, provided the partial service of “Special Prices” under the imposition decision.

O2 submitted a request for the reimbursement of loss on the provision of special prices in 2024 on 31 July 2025. The Office audited the data submitted and the deficiencies identified were corrected in the administrative proceedings. On 5 November 2025, it issued a decision on the reimbursement of the loss from the special prices in the amount of CZK 46,616,242.37. The recognized loss was reimbursed to O2 from the state budget.

Table 14: Overview of reimbursements for the loss from the provision of special prices in 2024 (to be paid in 2025)

Provider of special prices	Presented loss		Recognized loss	
	Disabled persons	Low-income persons	Disabled persons	Low-income persons
O2 Czech Republic a.s.	46 322 651,04	308 961,06	46 309 079,19	307 163,18
PODA a.s.	1 598 342,90	69 447,76	1 598 342,90	69 447,76
T-Mobile Czech Republic a.s.	8 530 865,58	121 957,20	6 769 416,52	121 937,85
Vodafone Czech Republic a.s.	2 238 327,81	113 545,94	2 107 597,81	113 545,94
Total of special prices in 2024	58 690 187,33	613 911,96	56 784 436,42	612 094,73

PODA submitted a request for the reimbursement of loss on the provision of special prices in 2024 on 3 April 2025. The Office audited the data submitted and the deficiencies identified were corrected in the administrative proceedings. On 19 May 2025, it issued a decision determining the loss from the provision of special prices in the amount of CZK 1,667,790.66. The recognized loss was reimbursed to PODA from the state budget.

T-Mobile submitted a request for the reimbursement of loss on the provision of special prices in 2024 on 10 June 2025. The Office audited the submitted data and found deficiencies which were reflected in the outcome of the administrative proceeding. On 8 October 2025, CTU issued a decision determining the loss from the provision of special prices within the universal service in the amount of CZK 6,891,354.37. The recognized loss was reimbursed to T-Mobile from the state budget.

Vodafone submitted a request for the reimbursement of loss on the provision of special prices in 2024 on 23 April 2025. The Office audited the data submitted and the deficiencies identified were corrected in the administrative proceedings. On 3 November 2025, CTU issued a decision on determining the loss from the provision of special prices within the universal service in the amount of CZK 2,221,143.75. The recognized loss was reimbursed to Vodafone from the state budget.

2. Annual Report of the Czech Telecommunication Office on provision of information pursuant to act No. 106/1999 Coll., on free access to information, as amended

The Office publishes this Annual Report on the Provision of Information in the Year 2025, prepared according to Section 18 of Act No. 106/1999 Coll., on free access to information, as amended (hereinafter “Act No. 106/1999 Coll.”).

Pursuant to Section 3 of the Electronic Communications Act, CTU is the central administrative authority for the exercise of state administration in matters provided for in this Act, including market regulation and setting conditions for business in the field of electro-

nic communications and postal services. Within its scope of powers and responsibilities laid down by the Act, i.e. as the body of state administration, it supervises compliance with legal regulations in electronic communications and postal services and also compliance with the obligations in the above-mentioned areas aimed at consumer protection, as set by Act No. 634/1992 Coll., on consumer protection, as amended, as well as compliance with the obligations laid down by Act No. 194/2017 Coll. and Regulation (EU) 2019/1150 of the European Parliament and of the Council of 20 June 2019 on promoting fairness and transparency for business users of online intermediation services.

Basic information on the organisation structure and activity of CTU is available to the general public at the website, including its electronic notice board, and on the noticeboard placed on the information panel in the lobby of the CTU headquarters. Information on the handling of life situations according to Decree No. 515/2020 Coll., on the structure of information published about the obliged entity and on the outline of the description of tasks performed within the administrative activity is also available through the public administration portal (www.portal.gov.cz).

CTU publishes the following data according to Section 18(1) of Act No. 106/1999 Coll.:

a) Number of requests for information submitted
In 2025, 75 written requests for information were submitted and registered with CTU, 72 of which related to the CTU’s remit. The requests for information were generally focused in particular on:

- the provision of electronic communications and postal services and the granting of rights to use radio frequencies (29 requests),
- general administrative activities of CTU or decisions issued by CTU both in the area of electronic communications and postal services (22 requests),
- economic management of CTU and internal organisation matters and activities of CTU and human resources (16 requests),
- inspections carried out (5 requests).

b) Number of decisions on the rejection of a request
In 2025, 17 decisions on the rejection of a request were issued, 8 of which concerning the rejection of a part of the request where information was provided in part.

c) Number of suspended requests for information with notification of the requesting party within the meaning of Section 14(5)(c) of Act No. 106/1999 Coll. (on the grounds that it is information that does not fall within the remit of the obliged entity)

In 2025, CTU postponed a request for information in 3 cases on the grounds that the requesting party requested information not related to the scope of powers and responsibilities of CTU.

d) Number of appeals (administrative appeals) raised against a decision

In 2025, one administrative appeal was submitted against a decision to reject a request and no administrative appeal was submitted against decisions to postpone a request for information.

e) Copies of the substantial parts of the court decisions (Section 16(6) of Act No. 106/1999 Coll.)

In 2025, the court decided one case of CTU’s partial denial of a request for information, finding the complaint to be unfounded (file No. 10 A 31/2024). The plaintiff requested information regarding the proceedings before the District Court for Prague 9 and the subsequent enforcement proceedings. The defendant responded to this request by informing the plaintiff that some of the requested information did not exist and that CTU therefore did not have it; furthermore, regarding the request for information on the income of a CTU employee, the defendant stated that the applicant had not demonstrated a legal interest in receiving the information that would outweigh the interest in protecting it, and therefore decided to partially deny the plaintiff’s request. The superior administrative authority, the Chair of the CTU Council, rejected the administrative appeal and upheld the contested decision. In its claim, the plaintiff requested that the court annul the contested decision and refer the case back to the

defendant for further proceedings. The court dismissed the action as unfounded, on the grounds that the defendant had not erred in its factual and legal assessment of the case.

f) Number of complaints submitted pursuant to Section 16a of Act No. 106/1999 Coll., reasons for submitting them, and brief description of the processing

In 2025, CTU did not handle any complaints against the actions of CTU as an obligated entity in handling requests for the provision of information.

g) Number of review proceedings pursuant to Section 16b of Act No. 106/1999 Coll. conducted by the Office for Personal Data Protection

In 2025, the Office for Personal Data Protection **did not review any decisions** of CTU.

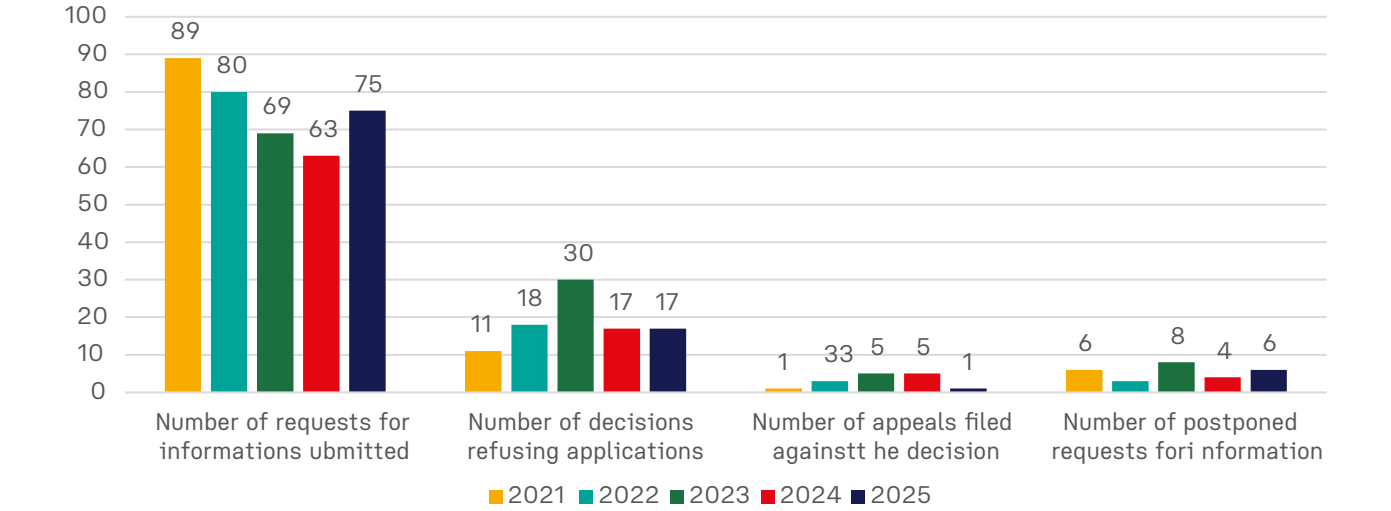
h) List of exclusive licences provided, including reasoning for the need to provide an exclusive licence (Section 14a of Act No. 106/1999 Coll.)

In 2025, CTU did not provide any exclusive licence.

i) Other information relating to the application of Act No. 106/1999 Coll.

In 2025, CTU did not collect any reimbursements of costs associated with the provision of information pursuant to Section 17 of Act No. 106/1999 Coll. The written requests for the provision of information included in the 2025 records were handled in accordance with the law and the internal regulations at CTU. Requests for information submitted by telephone were not recorded by CTU and, given their quantity and nature, were dealt with promptly in the same manner. The information provided is published by CTU on its website in accordance with Act No. 106/1999 Coll.

Chart 15: Provision of information pursuant to the Act No. 106/1999 Coll., on free access to information, as amended, for the period 2021–2025



*Note: This Annual Report was published on 5 February 2026 in a manner allowing remote access, i.e., on the website of the Office

Table 15: Provision of information pursuant to the Act No. 106/1999 Coll., on free access to information, as amended, for the period 2021–2025

Year	Number of requests for information	Number of decisions on the rejection of a request	Number of appeals filed against the decision	Number of requests for information suspended
2021	89	11	1	6
2022	80	18	3	3
2023	69	30	5	8
2024	63	17	5	4
2025	75	17	1	6

An overview of the settled written requests for the provision of information in 2025 in comparison with the previous years, starting from 2021, is shown in Chart 14:

3. Annual report of the Czech Telecommunication Office on out-of-court settlement of disputes (Section 20k(4) and (5) of the Consumer Protection Act)

The legal framework for the out-of-court settlement of consumer disputes in the field of electronic communications and postal services in 2025 consisted mainly of the Electronic Communications Act and of the Postal Services Act, including regulations issued to implement the same. The procedural actions of the Office within out-of-court settlement of consumer disputes are regulated by Act No. 500/2004 Coll., the administrative procedure code, as amended.

General obligations of the Office, as the out-of-court consumer dispute resolution body, in particular the disclosure and notification obligation, are regulated in Act No. 634/1992 Coll., on consumer protection, as amended.

Pursuant to Section 20k(4) of Act No. 634/1992 Coll., on consumer protection, as amended, the Office as an out-of-court consumer dispute resolution body, reported the following information to the Ministry of Industry and Trade:

a) number of disputes submitted to it and the types of suggestions related to it;
In 2025, the Office received 1,396 requests regarding a dispute between the consumer and provider of electronic communication services or operator of postal

services. Of these, 203 were dealt within the administrative proceedings, a decrease of less than 6.3% on the previous year. The requests were related to the dispute proceedings regarding an objection to a claim settlement about the billing, claim about the quality of electronic communications services, disputes about non-pecuniary supply, and concerning an objection to a claim settlement about the defects of postal services, including disputes overcompensation for damage to or loss of the contents of a postal item.

In addition to disputes dealt with in administrative proceedings, the Office deals with disputes in the context of advisory services. In 2025, 1,193 cases were handled in this way under the Electronic Communications Act and the Postal Services Act. The disputes concerned consumer rights in the field of electronic communications and postal services in general, claim about the quality of electronic communications services, including the quality of Internet access services, billing for electronic communications services and the handling of claims in postal services.

b) on the percentage of out-of-court settlements of consumer disputes which were suspended or rejected without finding a solution, and the percentage of the reasons for the suspension or rejection, if known;
In 2025, 42 cases were discontinued, accounting for 15% of the 283 cases dealt with (203 new requests and 80 requests pending from 2024). The proportion of discontinued proceedings fell by 66% compared to 2024.

The reasons for suspension of the proceeding and their share within the total number of suspended proceedings are listed in Table 16.

Table 16: Overview of the proportion of applicants by reason for suspension

Reason for suspension of the proceeding	% share
Requesting party failed to pay the administrative fee *	50 %
Requesting party withdrew the request	29 %
Requesting party failed to rectify substantial defects of the request	21 %
For another reason	--- %

Note: A frequent reason for non-payment of the administrative fee in 2025 was the low value of the dispute or compliance with the claimant by the provider even before the start of the proceedings.

c) on the average time necessary for the settlement of the dispute;
The average time necessary for the settlement of the dispute within of the out-of-court settlement of consumer disputes was 80 days.

The average time taken to settle a dispute under consumer dispute advice was less than 30 days.

d) on the degree of compliance with the outcome of the out-of-court settlement of consumer disputes, if known;
Decisions issued by the Office in administrative proceedings are binding on both parties to the dispute and are enforceable once they become final. Failure to comply with the obligation imposed may lead to enforcement of the decision.

Agreements or promises secured in the context of advisory services are not legally enforceable, however, remedies are usually obtained during the investigation of the submission. This is mainly due to the fact that the cases dealt with in the framework of advisory services are always directed by the Office towards clarification and reaching the maximum possible amicable solution.

e) on system or serious problems which occur frequently and lead to disputes between consumers and vendors;
Main causes of disputes between consumers and providers include failure to comply with legal obligations, in particular the service providers' disclosure obligation related to the provision of information prior to the conclusion of a contract, termination of the contract in the case of unilateral changes consisting e.g. in an increase of the price for the agreed services, in the change of the tariff or, as the case may be, a change in parameters of the agreed service of electronic communications. Insufficient consumer awareness and non-compliance with information obligations by smaller and regional providers in particular was also detected by the Office in the context of inspection activities aimed at the protection of consumer rights. From the point of view of consumers, especially elderly consumers, the information about the unilateral change of the contract, which was not done in a clear and comprehensible way, and the fact that the contractual documentation was available only in the so-called "self-service" shops, were perceived negatively.

Disputes relating to the poor quality of internet access service, in particular low or inadequate internet speeds, also account for a significant proportion. In relation to portability, the Office has encountered cases where a subscriber is dealing with a problem with obtaining an OKU verification code needed for the process of porting a telephone number or changing the internet access service provider.

Often, the Office encounters insufficient awareness of consumers about the rights and obligations arising

from the contract, or inaccurate or outright incorrect interpretation of contractual provisions by consumers.

In addition to insufficient information provided to the consumers prior to the conclusion and during the term of the contract, providers of electronic communications services as well as operators of postal services often provide insufficient justification for claims rejected by them and the consumer is then often prevented from verifying the reasonability of the rejection of the claim by the provider or operator.

In the area of postal services, the most frequent causes of disputes were damage to the contents of a postal item or the loss of a postal item and related right to compensation for damages, or, for example, failure to deliver the postal item in accordance with the concluded contract, where the agreed directions or supplemental services are not complied with, unjustified return of the postal item to sender or failure to make an attempt to deliver the postal item.

A major reason is the insufficient awareness of consumers about the postal terms, including but not limited to packaging of the postal item, method of calculation of the damages, and permitted content of a postal item with respect to the service chosen as well as the handling of claims by the postal services operator where the process is inadequately explained and often ambiguous and repetitive. In connection with the gradually expanding range of postal service operators, the number of disputes concerning (in addition to Česká pošta) other operators is increasing. Newly, consumers have directed their complaints towards delivery to so-called "parcel pick-up boxes", especially when the postal item was delivered to a different than selected place. Complaints or objections against the handling of the complaint with a demand for an apology from the provider or payment for lost time appear repeatedly.

f) on cooperation, if any, of the subjects within a network of subjects of the out-of-court settlement of consumer disputes facilitating cross-border disputes and assessment of the effectiveness of this cooperation, if any;
In 2025, CTU did not receive any request related to a cross-border dispute.



g) on professional training of individuals for performing the out-of-court settlement of consumer disputes;
Employees in charge of the out-of-court settlement of consumer disputes are university-educated, and their further education in the field of ADR is supplemented by regular training in the field of law (civil and administrative law; as well as training on amendments to legislation directly related to the issue at hand, i.e. the Electronic Communications Act, the Postal Services Act and the Consumer Protection Act) and in communication skills.

h) on assessment of the effectiveness of the out-of-court settlement of consumer disputes and on potential improvement thereof;
The Office considers the resolution of consumer disputes within the scope of its powers and responsibilities to be sufficiently effective.

4. Information on handling complaints about the activities of the Office

In 2025, CTU processed a total of 15 submissions, which, considering their nature and content, were classified as complaints under Section 175 of Act No. 500/2004 Coll., the administrative procedure code, as amended.

In all fifteen cases, the complaints were directed against the procedures of the administrative body; no

complaint was directed against inappropriate behaviour of officials. An investigation into each case found that all 15 complaints were unfounded. In the area of electronic communications services, CTU received a total of 11 complaints. In three of these cases, the complainants objected to the administrative authority's procedures regarding inaction in the area of the online services provision; in two cases, the complainants objected to the administrative authority's handling of the obligation to pay for electronic communications services provided; in two other cases, the complaints concerned the process of filling out and submitting forms in the Electronic Data Collection system, and in four other cases, individual complainants objected to the administrative authority's failure to initiate administrative proceedings for non-compliance with the statutory deadline for porting a telephone number, regarding a suspected administrative offence by an operator on a customer service line, regarding online intermediary services, and regarding illegal online content. In the area of postal services, CTU received a total of two complaints; in one case, the complainant objected to the administrative authority's handling of a suspected violation during the delivery of a postal item, and in the other case, the complainant objected to the administrative authority's handling of the delivery of postal items to the designated address. In addition, CTU received a complaint in which the complainant objected to the administrative authority's procedure for serving documents to the CTU. In the area of inspections, CTU received a complaint in which the complainant objected to the administrative authority's conduct during the inspections.

Table 17: List of complaints by 31. 12. 2025 (Section 175 of the Act No. 500/2004 Coll., administrative procedure code)

Type	Number of submissions					
	received	from previous period	resolved	justified	unjustified	carried over to subsequent period
1. Petition*)	0	0	0	0	0	0
2. Complaint**)	15	0	15	0	15	0
3. Notice**)	0	0	0	0	0	0
4. Initiative **)	0	0	0	0	0	0

*) Act No. 85/1990 Sb. on petition right.

**) Act No. 500/2004 Sb., administrative procedure code, as amended, Section 175

No remedies were adopted in the case of complaints about incorrect conduct of the administrative body assessed as unjustified.

An overview of the number of complaints submitted in 2025 is presented in Table 17.

In addition to receiving and processing the complaints mentioned above, CTU received one anonymous submission in 2025, which was processed as a complaint. Remedial measures have been adopted in this matter.

CTU also has on record all submissions announced or delivered to it in the matter of suspicion of corruption or fraud by any of its employees. It checks and regularly assesses these within its remit as part of an analysis of the complaints handled based on the provisions of Section 175 of the Administrative Procedure Code.

In 2025, CTU received no reports of suspected unlawful conduct of CTU under Act No. 171/2023 Coll., on the protection of whistleblowers, as amended.

As for the messages received at the anti-corruption e-mail address whistleblowing@ctu.gov.cz put into operation on 1 August 2023, they are handled in a special manner within CTU in terms of the regular monitoring and responsible evaluation thereof, since the anti-corruption e-mail address could serve as a potential source of information on potential corrupt conduct by CTU employees, although CTU excludes accepting notifications from a person who does not perform work or other similar activity for CTU. CTU is therefore ready to respond promptly and actively to such submissions in accordance with internal regulations and based on generally applicable regulation.

The anti-corruption e-mail address also serves for submitting notifications and is part of internal notification system pursuant to Act No. 171/2023 Coll., on the protection of whistleblowers, which would be handled under the regime of this Act. Such submissions are nevertheless referred to the relevant department of CTU for processing within the relevant legal framework.





Annexes to the CTU Annual Report 2025

1. Sources of Interference of Electronic Communications Equipment and Networks – 2025

Equipment or service where there is interference	Number of concluded cases
Television reception	598
Radio reception	24
Satellite reception	7
Mobile networks (GSM, LTE, 5G; base stations and terminals)	137
Meteorological radars of Czech Hydrometeorological Institute	12
Short-range devices (mainly locking cars and doors, EMS sensors)	22
Wifi (RLAN)	11
Land mobile service (IZS, PCO, radio networks, personal radio stations)	19
Amateur service	19
Other	19

2. Overview of Subscriber Disputes in Electronic Communications Services for 2025

Type of activity	Commenced administrative proceedings	Issued decisions	Decided in a favour of		Other
			subscriber	provider	
Decisions on subscriber disputes	21 685	23 887	482	21 934	1 471
a. on objections to a claim settlement on provided service	15	14	1	9	4
b. on objections to a claim settlement on billing statement for services	84	67	12	26	29
c. on payment of the price for services (financial claim)	21 576	23 799	468	21898	1433
d. other	10	7	1	1	5

3. Subscriber / User Complaints on Electrocommunications Service in 2025

Subject-matter of complain	I.Q	II.Q	III.Q	IV. Q	TOTAL
1. Electronic communications services	382	549	405	361	1 697
2. Telephone number portability in mobile network	23	31	28	24	106
3. Telephone number portability in fixed network	2	3	5	11	21
4. Change of internet access service provider	11	8	15	9	43
5. Consumer protection	8	15	19	16	58
6. Universal service	17	13	32	19	81
7. Other	383	430	494	457	1 764
Total	826	1 049	998	897	3 770

4. Overview of Control Activities Postal Services and Subscriber Disputes for 2025

Type of activity	Number of controls		Number of local controls investigations		Number of initiated administrative roceedings	Number of issued decision	Decided to the benefit of the		Other	Imposed fines	
	total	of which	total	of which			subscriber	number		number	amount in CZK
1. Compliance with Postal Services Act	904		1296		138	109				106	1700200
a. Compliance with postal conditions acc to Section 6 of Postal Services Act		151		0	7	7				7	67500
b. Compliance with other provisions of the Postal Services Act		739		806	125	97				94	1623400
c. Compliance with the conditions of quality requirements acc to Decree No. 464/2012 Coll.		12		490	6	5				5	9300
d. Compliance with ZOS		2		0	0	0				0	0
2. Decisions on objections to the handling of a complaint acc to Section 6a of Postal Services Act	0		0		212	214	49	96	69		
3. Failure to provide information acc to Section 32a of Postal Services Act					1	0				0	0
4. Other	0		0		0	0				0	0
Total	904		1296		351	323	49	96	69	106	1700200

5. Inquiries, Complaints and Telephone Inquiries in Postal Services for 2025

Subject	Telephone inquiries	Number of submissions processed	Total
1. Complaints and inquiries about postal services			
2. Long waiting times	0	3	3
3. Lost office opening hours	1	5	6
4. Change in storage post office	0	4	4
a. Basic postal service	0	2	2
b. Commercial postal service	0	2	2
c. Not specified	0	0	0
5. Service of delivery of a postal parcel	80	494	574
a. Basic postal service	27	223	250
b. Commercial postal service	31	164	195
c. Not specified	22	107	129
6. Processing complaint	90	230	320
a. Basic postal service	21	58	79
b. Commercial postal service	49	136	185
c. Not specified	20	36	56
7. Breach of postal secrecy	3	21	24
a. Basic postal service	1	6	7
b. Commercial postal service	1	2	3
c. Not specified	1	13	14
Total	174	757	931

6. Overview of Decisions Issued on Individual Authorisation to Use Radio Frequencies in 2025

Type of authorisation	Number of decisions	
	to grant *	to revoke
Authorisation		
1. Fixed line service	4373	2698
out of point-point	4369	2698
point- multipoint	4	0
2. Amateur service	1482	20
out of individuals	1319	18
a. club stations	111	1
b. repeaters and packet nodes	52	1
3. Satellite service	15	0
out of VSAT	12	0
SNG	3	0
4. Aeronautical service	789	69
out of aircraft stations	766	65
aeronautical stations	23	4
5. Maritime service	181	17
out of ship stations	144	17
costal stations	37	0
6. Broadcasting service	920	0
out of television transmitters	144	0
radio transmitters	776	0
7. Land mobile service	437	151
8. Other radiocommunications service	60	6
out of radio-location service	60	6
9. Short-term authorisations	312	0
out of fixed line service	8	0
amateur	0	0
land and mobile service	276	0
aeronautical mobile service	7	0
satellite service	19	0
broadcasting service	2	0
Total	8257	2961

* newly issued authorisations and authorisations with extended validity.

7. Verification of Professional Competence to Operate Radio Equipment in 2025

Type of professional competence certificate	issued base on exam	Number of certificates		duplicates, changes, recognition of competence
		with an extended validity	issued within a year of their expiration	
a. General certificate for radio operator of aeronautical mobile service (VFL)	350	377	96	532
b. Restricted certificate for radio operator of aeronautical mobile service (OFL)	543	498	194	21
c. General certificate for operator of maritime mobile service (GOC, GO)	2	8	2	1
d. Restricted certificate for operator of maritime mobile service (ROC)	0	0	0	0
e. General certificate for radio operator of maritime mobile service (VFN)	2	87	48	5
f. Restricted certificate for operator of maritime mobile service (OFP)	47	239	132	12
g. Certificate for radiotelegraph operator	0	0	0	0
h. Harmonised Amateur Radio Examination Certificate (HAREC)	106	0	0	0
i. Amateur Radio Operator Certificate (NOVICE)	9	0	0	0
j. General certificate for operator of maritime mobile service (LRC)	0	3	1	0
k. Restricted certificate for operator of maritime mobile service (SRC)	683	15	5	15
l. Restricted certificate for radio operator of inland waterways (OFV)	150	215	114	12
m. Other	0	0	0	0
Total	1777	1442	592	598

8. Measure of General Nature under the Electronic Communications Act issued in 2025

OOP – Others

No.	RRegistration nr.	Title	Date	TB Number	Effective from
1.	OOP/20/09.2025-7	Measure of General Nature No. OOP/20/09.2025-7, amending Measure of General Nature No. OOP/20/11.2021-13, which sets forth the conditions for granting authorization to use numbers of special economic value according to Section 31	24.09.2025	8/2025 dated 1.10.2025	15 days after publication in TB
2.	OOP/4/10.2025-10	Measure of General Nature No. OOP/4/10.2025-10, amending Measure of General Nature No OOP/4/09.2014-6 laying down a special classification of cost and revenues methodology and their assignment and designating the structure of the reported information according to Section 86(3)	29.10.2025	10/2025 dated 4.11.2025	01.01.2026

OOP - Measure of General Nature

No.	Registration nr.	Title	Date	TB Number	Effective from
3.	V0-R/10/05.2025-5	General Authorisation V0-R/10/05.2025-5 on the use of radio frequencies and the operation of short-range devices according to Section 9(2)	20.05.2025	5/2025 dated 28.5.2025	15.06.2025

OOP - Radio Spectrum Utilization Plan

No.	Registration nr.	Title	Date	TB Number	Effective from
4.	PV/03.2025-3	Radio Spectrum Utilization Plan – Common Section according to Section 16(2)	19.03.2025	3/2025 dated 25.3.2025	15.04.2025
5.	PV-P/7/06.2025-6	Part of Radio Spectrum Utilization Plan for frequency band 2700-4200 MHz according to Section 16(2)	03.06.2025	6/2025 dated 11.6.2025	01.07.2025
6.	PV-P/10/09.2025-8	Part of Radio Spectrum Utilization Plan for frequency band 470-960 MHz according to Section 16(2)	30.09.2025	9/2025 dated 14.10.2025	01.11.2025
7.	PV-P/6/10.2025-9	Part of Radio Spectrum Utilization Plan for frequency band 1900-2200 MHz according to Section 16(2)	21.10.2025	10/2025 dated 4.11.2025	01.12.2025
8.	PV-P/15/12.2025-12	Part of Radio Spectrum Utilization Plan for frequency band 380-470 MHz according to Section 16(2)	16.12.2025	13/2025 dated 19.12.2025	01.02.2026

OOP - Network plans

No.	Registration nr.	Title	Date	TB Number	Effective from
9.	SP/3/12.2025-11	Measure of General Nature SP/3/12.2025-11, amending Measure of General Nature No. SP/3/02.2022-2, which establishes the signaling network plan for public communication networks according to Section 62(3)	16.12.2025	13/2025 dated 19.12.2025	15 days after publication in TB

OOP - Market Analysis

No.	Registration nr.	Title	Date	TB Number	Effective from
10.	A/S1/02.2025-1	Measure of General Nature - Market Analysis No. A/S1/02.2025-1 Wholesale call termination on individual public telephone networks provided at a fixed location	18.02.2025	2/2025 dated 25.2.2025	15 days after publication in the
11.	A/S2/02.2025-2	Measure of General Nature - Market Analysis No. A/S2/02.2025-2 Wholesale voice call termination on individual mobile networks	18.02.2025	2/2025 dated 25.2.2025	15 days after publication in the
12.	A/1/04.2025-4	Measure of General Nature - Market Analysis No. A/1/04.2025-4 Wholesale local access provided at a fixed location.	02.04.2025	4/2025 dated 9.4.2025	15 days after publication in the

*TB Number: Number of the Telecommuni-cation Bulletin

9. Fulfilment of binding indicators of state budget in 2025 (in thousands of CZK)

Indicators approved	Budget amended	changes	Final budget	Actual budget as of 31. 12. 2025	% of achievement (5/4)
Aggregate indicators					
Total income	1 047 860,24	1 336 776,80	0,00	1 630 393,51	121,96%
Total expense	2 179 811,18	2 468 727,74	5 099 978,80	4 551 942,69	89,25%
Specific indicators - income					
Tax income	28 000,00	28 000,00	0,00	25 523,30	91,15%
Total non-tax income, capital income and transfer receivables	1 019 860,24	1 308 776,80	0,00	1 604 870,20	122,62%
including total income from the European Union budget excl. Common Agricultural Policy	1 860,24	290 776,80	0,00	4 248,88	1,46%
total other non-tax income, capital income and transfer receivables	1 018 000,00	1 018 000,00	0,00	1 600 621,33	157,23%
Specific indicators - expenses					
Expenses on securing the achievement of the Czech Telecommunication Office tasks	2 179 811,18	2 468 727,74	5 099 978,80	4 551 942,69	89,25%
including expenses covering loss from the provision of universal service - special prices	80 000,00	80 000,00	80 000,00	58 395,57	72,99%
expenses covering loss from the provision of universal service - net costs	10 000,00	10 000,00	10 000,00	0,00	0,00%
net costs representing unfair financial burden of postal licence holders	1 500 000,00	1 500 000,00	3 750 000,00	3 750 000,00	100,00%
other expenses on securing the achievement of the Czech Telecommunication Office tasks	589 811,18	878 727,74	1 259 978,80	743 547,12	59,01%
Cross-sectional indicators					
Salaries of employees and other payments for work	361 504,41	361 504,41	358 240,03	345 236,63	96,37%
Mandatory insurance paid by employer	54 320,82	54 320,82	121 286,44	115 546,19	95,27%
Transfer of culture and social needs fund	3 461,10	3 461,10	3 312,16	3 312,16	100,00%
Salaries of employees in work service except employees in civil service	0,00	0,00	0,00	0,00	0,00%
Salaries of employees in civil service acc. to the Civil Service Act	346 110,23	346 110,23	333 212,24	331 569,38	99,51%
Ensuring readiness for crisis situations according to Act No. 240/2000 Coll.	40 000,00	40 000,00	40 000,00	39 979,39	99,95%
National defence expenditure	0,00	0,00	0,00	0,00	0,00%
Total costs jointly financed by the European Union budget without CAP	1 860,24	290 776,80	293 794,54	4 243,56	1,44%
including: from the state budget	0,00	0,00	523,74	440,58	84,12%
share of the European Union budget	1 860,24	290 776,80	293 270,80	3 802,98	1,30%
Total costs kept in EDS/SMVS information system of program financing	88 700,00	88 700,00	261 098,77	118 192,63	45,27%

10. Chapter indicators - budget overview for 2026 (in thousands of CZK)

Summary indicators	
Total Income	1 111 860
Total Expense	3 430 618
Specific indicators - income	
Tax income ⁵⁾	22 000
Total non-tax income, capital income and transfer receivables	1 089 860
including total income from the European Union budget excl. Common Agricultural Policy	1 860
other non-tax income, capital income and transfer receivables	1 088 000
Specific indicators - expenses	
Expenses on securing the achievement of the Czech Telecommunication Office tasks	3 430 618
including: expenses covering loss from the provision of universal service - special prices	80 000
expenses covering loss from the provision of universal service - net costs	6 000
net costs representing unfair financial burden of postal licence holders	2 750 000
other expenses on securing the achievement of the Czech Telecommunication Office tasks	594 618
Cross-sectional indicators	
Salaries of employees and other payments for work	395 475
Mandatory insurance paid by employer ¹⁾	33 859
Transfer of culture and social needs fund	3 823
Salaries of employees in work service except employees in civil service	0
Salaries of employees in civil service acc. to the Civil Service Act	382 332
National defence expense	0
Ensuring readiness for crisis situations according to Act No. 240/2000 Coll.	0
Total costs jointly financed by the European Union budget without CAP	1 860
including: from the state budget	0
share of the European Union budget	1 860
Total costs kept in EDS/SMVS information system of program financing	87 500

1) not including income from mandatory insurance for social security and contribution to the state employment policy
2) mandatory insurance for social security and contribution to the state employment policy and insurance for public health insurance

List of charts

Chart 1: Market shares based on total number of active mobile SIM cards in the retail market in mid- 2025	18
Chart 2: Mobile data SIM cards number evolution compared to the total number of SIM cards in the period 2017-2025	18
Chart 3: Trends in the total volume of mobile data transmitted and average data usage per mobile data SIM card from 2017 - 2025	19
Chart 4: Average retail price for actual called minute and SMS	19
Chart 5: Average retail market price per 1 MB of transferred data	20
Chart 6: International comparison of unlimited tariffs as of November 2025	21
Chart 7: Number of ported phone numbers – mobile networks	22
Chart 8: Share of high-speed access by individual methods of technical implementation (including fixed LTE/5G services) as of 31. 12. 2025 (qualified estimate)	23
Chart 9: Comparison of internet access service prices per selected operators in 2025	24
Chart 10: CETIN monthly wholesale prices for high-speed access (MMO reference offer)	25
Chart 11: Number of ported phone numbers – fixed networks	25
Chart 12: Development of wholesale prices (1 MB) according to the above commitment of 4G and 5G offer for Full MVNO	28
Chart 13: Development of wholesale prices (1 MB) according to the above commitment of 4G and 5G wholesale offer for Light MVNO	28
Chart 14: Number of lectures delivered, by topic	44
Chart 15: Provision of information pursuant to the Act No. 106/1999 Coll., on free access to information, as amended, for the period 2021-2025	81

List of tables

Table 1: Service providers on the mobile services market in 2025*	17
Table 2: Currently valid maximal regulated prices of international roaming (in EUR and CZK)	21
Table 3: Currently valid maximal regulated prices (in EUR and CZK)	21
Table 4: Average monthly amount of transferred data in fixed networks per one access	23
Table 5: Data bundles prices offered by T-Mobile for the Light MVNO	27
Table 6: Development of the number of transported postal items	31
Table 7: Development of the number of establishments of postal services providers	32
Table 8: Number of automated parcel machines	32
Table 9: Number of claims about postal services	32
Table 10: Selected universal services provided by Česká pošta in the period 2022-2025	33
Table 11: Overview of income and expenditure in 2025 (in thousands CZK)	75
Table 12: Radiocommunication account	75
Table 13: Headcount (for 2025 in comparison to 2023 and 2024)	77
Table 14: Overview of reimbursements for the loss from the provision of special prices in 2024 (to be paid in 2025)	80
Table 15: Provision of information pursuant to the Act No. 106/1999 Coll., on free access to information, as amended, for the period 2021-2025	82
Table 16: Overview of the proportion of applicants by reason for suspension	82
Table 17: List of complaints by 31. 12. 2025 (Section 175 of the Act No. 500/2004 Coll., administrative procedure code)	85



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