

# **Monitoring report 11/2025: Discounts for persons with disabilities and low-income persons continue; if you permanently reside at the municipal office, be careful about the delivery of parcels; complaints about the quality of service have increased**

28.11.2025 - Tereza Meravá Spokesperson | Český telekomunikační úřad

**Prague, 26 November 2025 - In the November monitoring report, we inform about the extension of the price discount for telecommunications services for needy groups of the population even after the new year, we also deal with the risks of delivering parcels if someone has registered their permanent residence with the municipal office, and finally, we bring a regular overview of complaints and inquiries, which were dominated by outages in the O2 network.**

## **Permanent residence at the municipal office? Beware of undelivered shipments**

CTU draws attention to the specific situation of citizens whose permanent address is reported at the registration office (popularly known as "at the municipal office"). This applies not only to homeless people, but also to people living in non-residential premises or those whose permanent residence was cancelled by the landlord after the end of the lease. CTU recommends that everyone in this situation ensure a reliable method of mail delivery. If they do not do so, they run the risk of not being informed about important shipments in time, which may have legal and financial consequences. More on page 5 of the Monitoring report.

## **The discount of 200 CZK per month remains**

The so-called special prices represent a discount of CZK 200 per month, which can be used by designated persons with disabilities or low incomes for calls or the Internet - both mobile and fixed. CTU will ensure the continuation of this option after the new year, and the process of re-imposing the obligation to provide this service from January 2026 is currently underway. More on page 2 of the Monitoring Report.

## **Complaints: Network outages and low compensation for lost packages**

The total number of complaints in the area of electronic communications and postal services decreased slightly in the past quarter. However, complaints about the quality of service in connection with recent outages on the O2 network predominated in specific cases.

In the area of postal services, CTU once again appeals to senders not to underestimate the insurance of shipments. Without arranging an adequate additional service (insurance), in the event of a package loss, only minimal compensation is paid, which often does not cover the actual damage. Details are provided from page 10 of the Monitoring Report.

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