

Monitoring Report No. 04/2022: Easier change of the ISP and the right to a lump-sum refund

21.4.2022 - Tereza Meravá | Český telekomunikační úřad

Changing your internet access service provider is now easier. If the customer requests the change, they should (where technically possible) be assured of continuity of service - the interruption of the internet access service should not last longer than 1 working day.

Closely related to this is the right to a lump-sum compensation in various situations, including in particular when the transfer of the Internet access service or the porting of telephone number is delayed, or the agreed installation or repair dates are not met.

According to the unsatisfactory results of the inspections focused on conditions of use of frequencies and operation of broadband data transmission equipment in the 2.4 GHz to 71 GHz bands, the CTU has decided temporarily not to inspect the use of these radio frequencies and operation of broadband data transmission equipment on its own initiative and to give RLAN operators room for improvement under the 'Gracious Spring' action.

<https://www.ctu.cz/node/421094>