

Czech Telecommunication Office publishes Annual Report 2025

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The total volume of mobile data transferred in 2025 reached approximately 2,16 thousand PB, which represents a year-on-year increase of less than 25%. Average monthly data consumption per SIM data card increased to 15.1 GB (compared to 12.5 GB in 2024). The total number of active SIM cards was close to 16 million at the end of 2025.

In the area of digital regulation, CTU continued to prepare for the role of national coordinator under the DSA. The Office established the Advisory Panel, launched the information website DSA Česko and introduced a self-identification calculator for determining the obligations of service providers. At the same time, the Office began systematic preparation for the performance of supervision of artificial intelligence, including the creation of an expert team.

On the basis of the amendment to the Electronic Communications Act adopted in February 2025, CTU ensured the exercise of extended competences, in particular in the area of subscriber disputes, network deployment and the maintenance of a single list of blocked websites.

A significant part of activities consisted of facilitating of improvement of mobile network coverage. In total, we measured 9,224 basic residential units, in which 76.7% of the population of the Czech Republic lives permanently. Thus, the Office met the objectives of the National Recovery Plan, however, the measurement will continue. In 2025, 392 new sites with inadequate coverage were identified and included in the white list. In cooperation with the Ministry of Industry and Trade and the operators, the additional coverage programme continues, the aim of which is the gradual removal of sites without sufficient signal.

The Office successfully completed the notification process with the European Commission, and subsequently paid the postal licence holder (Česká pošta s.p.) compensation in the total amount of 3.75 billion CZK.

In the area of consumer protection, CTU settled 35,509 subscriber disputes in 2025. The office issued 23,887 decisions, handled 2,828 complaints and processed 942 inquiries in the period in question.

The development of digitization also continued through the newly launched ePortal and the VPortal verification tool for electronic communications networks and services.

The Telecommunication Academy delivered 303 lectures for 7,188 participants, including 4,014 children and adolescents, and substantially expanded its focus on digital literacy and cybersecurity.

<https://ctu.gov.cz/node/560128>