

Czech Telecommunication Office publishes report on access to open internet

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Prague, 22 June 2026 - On its website, Czech Telecommunication Office published a Report on results of monitoring of compliance with Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015 laying down measures concerning open Internet access and retail prices for regulated communications within the Union and amending Directive 2002/22/EC ES and Regulation (EU) No. 531/2012 (hereinafter referred to as the Regulation) for the reporting period from 1 May 2025 to 30 April 2026.

This report is regularly prepared and published in accordance with Article 5 of this Regulation and subsequently submitted to the European Commission and the Body of European Regulators for Electronic Communications (BEREC).

The document provides a comprehensive overview of the situation in the area of providing internet access services and the results of monitoring the implementation of the Regulation in the Czech Republic. The report provides information on market developments, CTU's supervisory and control activities, evaluation of end-users' complaints and also presents detailed results of technical measurements of the quality of fixed and mobile internet connections.

In this context, CTU reminds that in compliance with the Regulation Providers of internet access services shall treat all traffic equally, when providing internet access services, without discrimination, restriction or interference, and irrespective of the sender and receiver, the content accessed or distributed, the applications or services used or provided, or the terminal equipment used. Providers of internet access services shall not engage in traffic management measures, and in particular shall not block, slow down, alter, restrict, interfere with, degrade or discriminate between specific content, applications or services, or specific categories thereof, except in the cases exhaustively defined by the Regulation.

In order to enhance the predictability of regulatory and supervisory practice, CTU further notes that a violation of this part of the Regulation can also be considered in general terms those situations where, in addition to the exceptions provided for by the Regulation, specific measuring applications are favoured, for example, by providing customers with advantages in the form of free data volume, temporarily increased connection speeds for their use, etc. Such practices are contrary to the Regulation, as they are capable of distorting the will of end users in deciding which provider of internet access service they choose, which tariff they choose, or which specific measuring application they will use.

In the past, similar favoritism of data traffic of selected applications has been investigated by the Office and, in justified cases, an obligation has been imposed to amend the concluded contracts in order to bring them into compliance with the Regulation.

CTU focuses on the use of such practices within its supervisory activities and, if detected, acts within the scope of its legal competences, always taking into account all relevant facts.

<https://ctu.gov.cz/node/564564>