



COMMUNICATIONS  
REGULATORY  
AUTHORITY  
OF THE REPUBLIC  
OF LITHUANIA

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# ANNUAL REPORT 2019



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## FOREWORD

Dear Readers,

Just like every year I am inviting you to get acquainted with the most important achievements of the Communications Regulatory Authority of the Republic of Lithuania during 2019, and the trends in the relevant markets.

The statistics showed that in 2019, for the first time ever, the revenue from the provision of data transmission services exceeded the revenue from the provision of telephony services. What is more, the volume of data sent and received by a single service recipient using the mobile communications technologies in a month stood at 13,599.7 MB, a tenfold increase since 2015, when the indicator was recorded at 1,347 MB. The growth in the scope of internet access via mobile communications clearly demonstrates the desire of the users to use a widest possible range of communications services without any technological constraints. The modern technologies are already capable of meeting such expectations, and the general regulatory instruments of the European Union leave the consumer with increasingly fewer geographical and legal constraints to fully benefit from communication technologies.



Mobility has become one of the key elements of everybody's leisure, professional and research activities. We are active travellers, and we want to use the communications just as business as usual. Within the European Union (EU) this has become possible within the framework of the Roaming regulation, and the 'roam like at home' pricing effective since 2017. This is an extremely important condition for Lithuanian consumers, therefore during 2019 one of the key operational priorities of RRT was to continue the supervision of the international roaming services and the status of their provision, so that Lithuanian residents could not only enjoy inexpensive mobile communication when travelling within the EU, but also when calling abroad from home. During 2019, the prices of electronic communication services for Lithuanians abroad continued to decrease, the maximum additional charges imposed by RRT notwithstanding, and we expect to maintain the trend.

Another important challenge for RRT is to ensure the transposition of provisions of the European Electronic Communications Code (EECC) to the national law by drafting the required legal acts and regulations. During 2019, RRT made substantial effort in reviewing and improving the national legal framework. As a result of the efforts RRT drew up a new version of the Law on Electronic Communications providing the framework for the regulation of electronic communications, and draft amendments to the related legislation. The drafts will be further improved and the work will continue intensively, because we must transpose the provisions of EECC by the end of 2020. In this context we have been closely following the activity of the Body of European Regulators for Electronic Communications (BEREC) which in the course of 2019 was focused on the implementation of EECC, thus we participated in BEREC working groups, and contributed to drafting the relevant documents and other instruments.

One of the objectives of the new EU regulation is to ensure a smooth development of the 5G technology in the Member States. During 2019, we continued our work, as we have drafted and released for public consultations a draft a plan for the 3400-3800 MHz radio frequency band and published a public enquiry over the development of the 5G network in the 24.25-27.50 GHz radio frequency band, etc. However, the year 2019 was

marked by unprecedented heated discussions regarding the security of the 5G technology. Such issues cannot be addressed in isolation at the level of a single institution or a single country. Therefore efforts are made to bring in line the approval of the 5G radio communications development plans with the measures under the Commission Recommendation of Cybersecurity of 5G Networks, RRT actively contributed to the work of the inter-agency group that drew up a draft plan of implementing measures of the 5G Development Guidelines of Lithuania for 2020-2025. A factor of equal importance for the development of 5G technology in Lithuania is the agreements with the neighbouring non-EU states regarding the coordinated use of radio frequency bands required for the development of 5G technology. During 2019, experts of RRT were intensively working with our 'difficult' partners whose plans, as became evident at the World Radiocommunications Conference, can significantly differ from those developed in Lithuania. Regardless, we will be seeking a further dialogue with the administrations of other countries in order to implement the objectives of the EU and protect the interest of Lithuania to a maximum extent possible.

In this context, we designate our cooperation with the Eastern Partnership countries as a priority area in the RRT operations. We have been actively involved in Eastern Partnership initiatives for many years, in particular supporting the signing of regional agreements on spectrum and roaming, which would ensure coordinated technology deployment between the Eastern Partnership and the EU countries and reduce roaming prices. In the course of 2019 we progressed significantly towards the attainment of the objectives, which is sincerely delightful and inspiring for further actions. An important addition to the cooperation with the Eastern partners is a number of Twinning projects, as in 2019 RRT successfully completed a project in Sakartvelo and launched a new one in Ukraine.

A task of an equal importance for RT was to ensure the implementation of the EU Regulation on cross-border parcel delivery services. As has been clearly shown at the Extraordinary Congress of the Universal Postal Union held in 2019, major changes are imminent in the postal sector. RRT as the regulator considers its important duty to ensure the availability of postal and other services for residents of the country at reasonable price. The number of postal parcels during 2019 increased by 20.3 per cent, or by 3.5 million units, which is mostly accounted for by the increasing volumes of e-commerce. Postal service is becoming an integral element of e-commerce and it will be very interesting to watch the further development of this integrated market in the future.

For several years already one more sector supervised by RRT is the railway transport, and there is no shortage of challenges either. During 2019, for the purpose of implementing the Law on the Amendment of the Railway Transport Code we sought to contribute to an efficient restructuring of the management of the public railway infrastructure, at the same time ensuring the supervision of independence and financial transparency of the functions performed by the public railway infrastructure manager, we also participated in the operations of international organisations in the railway transport sector seeking to adopt the best practice of other countries.

Proper implementation of regulatory functions requires appropriate and adequate resources. RRT's greatest asset and value is its people who work here, but technical equipment is also very important to our field. We are happy to launch a new stationary radio monitoring station in Kaišiadorys region and see an upgraded stationary radio monitoring RRT station in Klaipėda, and we have already started working and we plan to install a new anechoic chamber in Kaunas by 2022, expand the electromagnetic compatibility laboratory, and establish a radio equipment safety laboratory. Looking further ahead into the future, we have set even more ambitious goals.

And I am inviting you to read the present Annual Report of RRT presenting our key accomplishments in the course of 2019.

Happy reading,

Feliksas Dobrovolskis

# MISSION AND STRATEGIC OBJECTIVES OF THE COMMUNICATIONS. REGULATORY AUTHORITY

## Mission

Ensure effective competition, investment, innovation and an attractive diversity of services in the areas of electronic communications, postal services, rail transport, trust services, as well as the justification of the charges for the provision of public sector data.

### Strategic objective 1



Enhance the effective competition in the fields of electronic communications and postal activities, ensure efficient use of electronic communications resources and protect the rights of ICT and postal service users, thus accelerating the development of digital society.

### Strategic objective 2



Work towards ensuring conditions for effective competition in the railway transport service market and preventing the abuse of market power held by the public railway infrastructure manager, railway undertakings (carriers), railway service facility operators on the railway transport service market.

### Strategic objective 3



Ensure supervision of the calculation of the charges for registration of the registry objects and submission of documents.

## reguliavimo sritys



ELEKTRONINIŲ RYŠIŲ SEKTORIAUS REGULIAVIMAS



PAŠTO SEKTORIAUS REGULIAVIMAS



GELEŽINKELIŲ TRANSPORTO RINKOS REGULIAVIMAS



PATIKIMUMO UŽTIKRINIMO PASLAUGŲ TEIKĖJŲ PRIEŽIŪRA



ATLYGINIMŲ UŽ VALSTYBĖS DUOMENIS SKAIČIAVIMO PRIEŽIŪRA

## veiklos kryptys



ELEKTRONINIŲ RYŠIŲ IŠTEKLIŲ VALDYMAS IR PRIEŽIŪRA



RADIJO SPEKTRO PRIEŽIŪRA



TINKLŲ VIENTISUMO PRIEŽIŪRA



VARTOTOJŲ TEISIŲ IR TEISĖTŲ INTERESŲ APSAUGA



APARATŪROS IR ĮRENGINIŲ PRIEŽIŪRA



TARPTAUTINIS BENDRADARBIAVIMAS



ŽALINGO INTERNETO TURINIO PREVENCIJA



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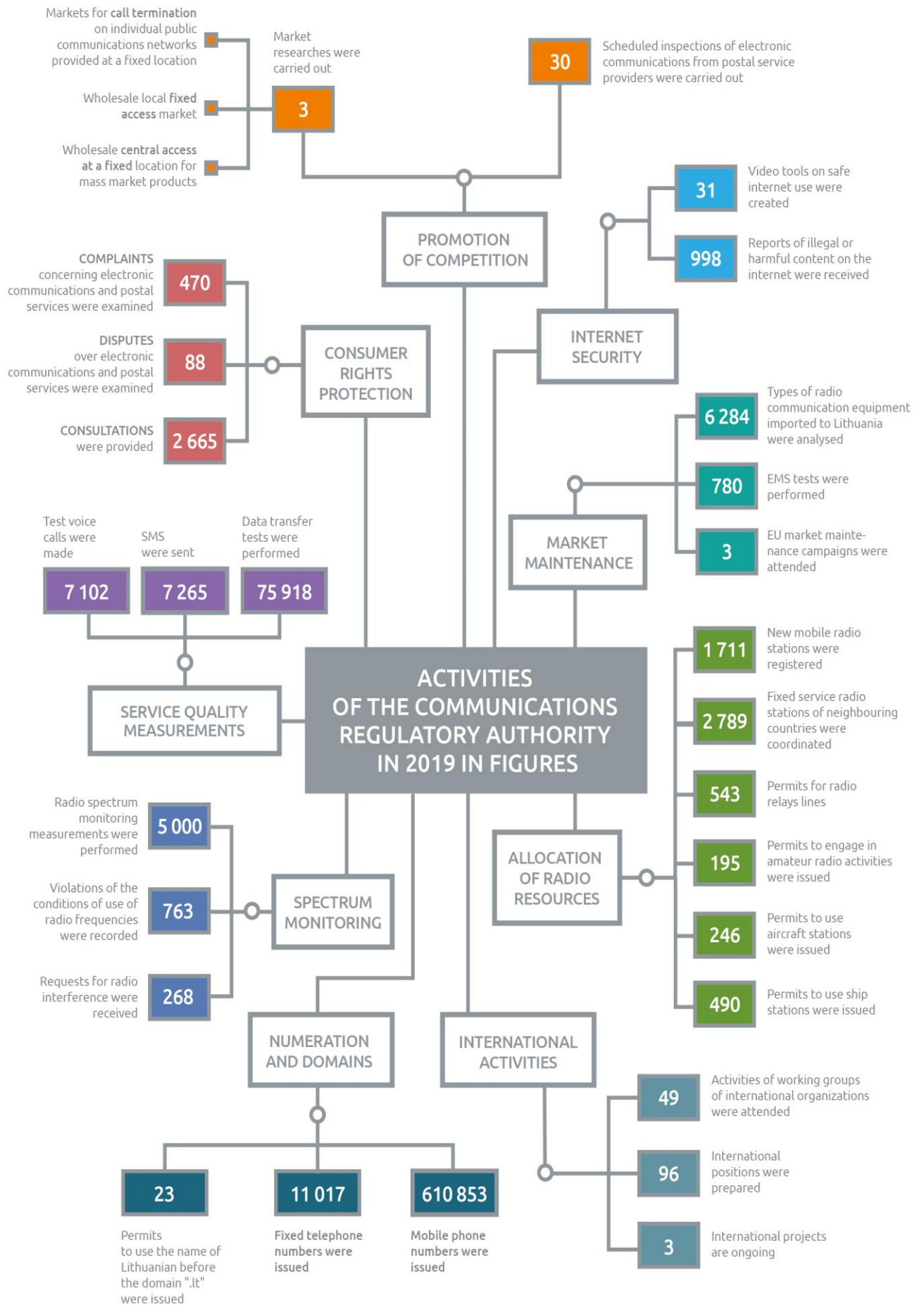
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[www.rrt.lt](http://www.rrt.lt)







## 2.1. Electronic communications sector

At the end of 2019, there were 121 economic operators engaged in electronic communications activity (117 as of the end of 2018). In 2019, the electronic communications market players invested EUR 73.9 million in the electronic communications network infrastructure, which represented a y-o-y decline by 8.5 per cent. (See Fig.1) Operators were mostly investing in the development of fibre optic access network and 4G network infrastructure used to provide data transmission services.

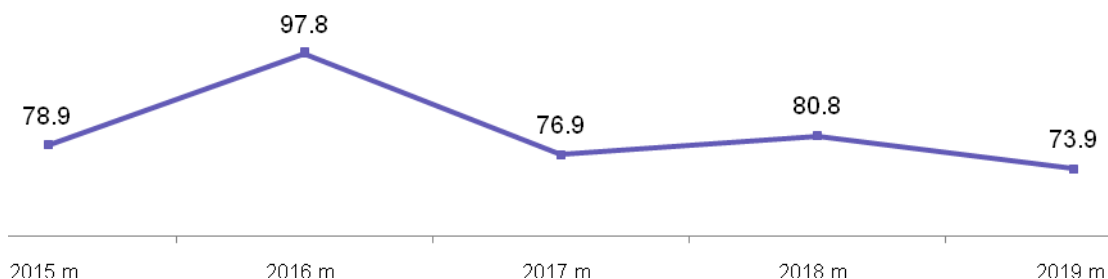


Fig.1. Dynamics of investments in the electronic communications infrastructure, EUR million, 2015-2019

In 2018, the total revenue of the electronic communications was EUR 713.5 million, an increase by 2.9 per cent as compared to the results of 2018, or EUR 20.1 million (see Fig. 2). The growth in the revenue from electronic communications sector had been continuing for the fifth year in succession. In 2019, for the first time the revenues from data transmission operations exceeded those from the provision of telephone services. Those types of revenues accounted for the largest share of income in the electronic communications sector, respectively, 44.9 per cent and 43.2 per cent. Revenue from television and radio services comprised 10.5 per cent, and revenue from access to physical infrastructure stood at 1.4 per cent.

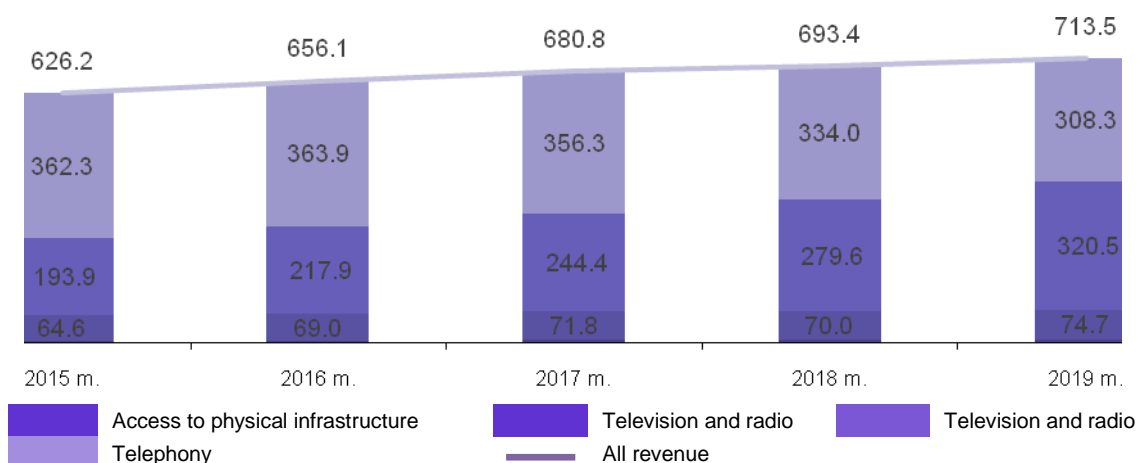


Fig. 2. Structure of the revenue of the electronic communications sector, EUR million, 2015-2019

**Data transmission services.** The data transmission operations are one of the most important components in the electronic communications sector. As compared to 2018, during 2019 the revenues from the data transmission services increased by 14.6 per cent and accounted for EUR 320.5 million (see Fig. 3). The data transmission services (wholesale and retail) can be broken down into internet services and other data transmission services. In 2019, as compared to 2018, the revenues from the provision of retail internet access increased by 15.1 per cent and accounted for EUR 290.2 million, while the revenues from the transmission of retail and other data transmission services increased by 10.6 per cent and reached EUR 30.3

million.

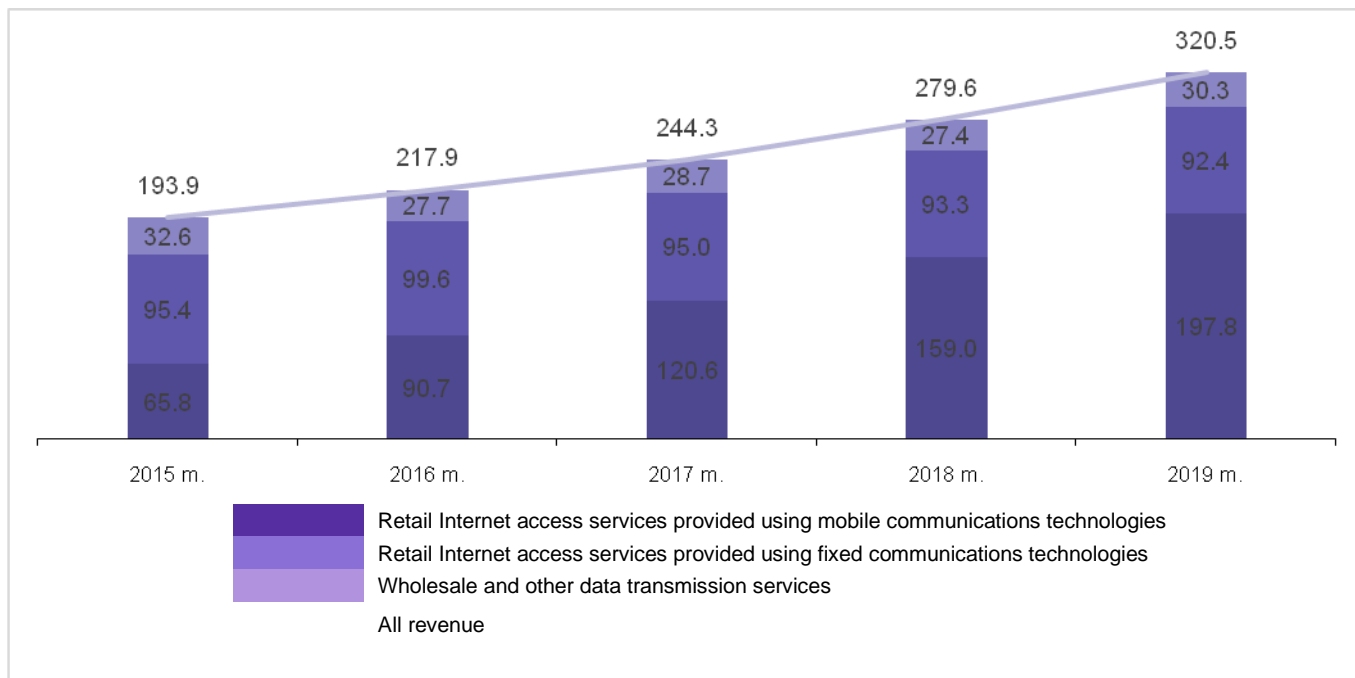


Fig. 3. Revenues from data transmission services, EUR million, 2015-2019

Within the retail internet access services, 68.1 per cent or EUR 197.8 million represented the revenues generated from internet access services using the mobile communications technologies. During 2019, as compared to 2018, this type of revenues increased by 24.4 per cent or EUR 38.8 million. The increase in the revenues is also represented by the increased number of SIM cards, specifically used for the provision of LTE services (see Fig. 4). In the course of the year the number of active SIM cards used for the provision of internet access services increased by 246,000, or 8.7 per cent, and, respectively, by 303,700 or 14.4 per cent using LTE technologies. Furthermore, in 2019, as compared to 2018, the number of retail Internet access services provided using mobile communication technologies (the 'Data-only' internet-access service provision plan), and the number of active SIM cards grew at a fastest rate – 18.4 per cent (98,100)

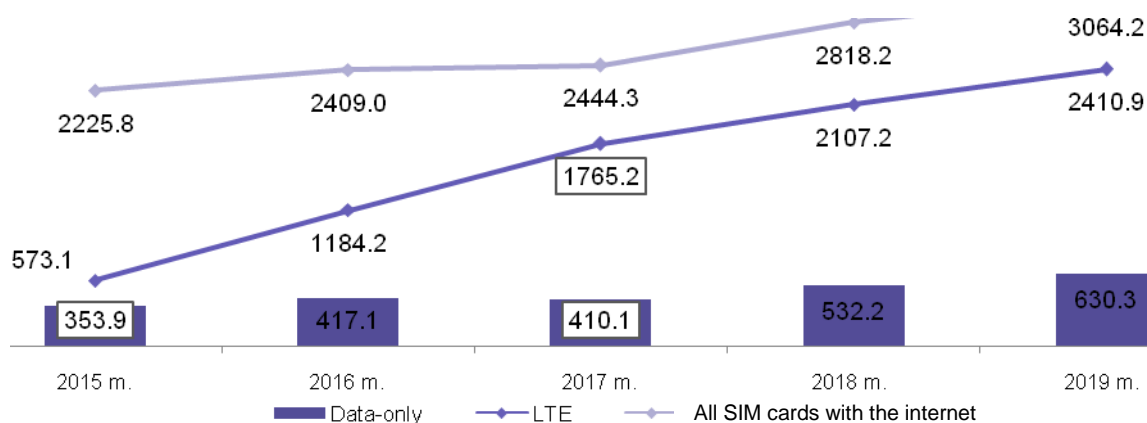


Fig. 4. Total subscribers to Internet access services provided by means of mobile communications technologies, thousands, 2015-2019

The growth of Internet access services using mobile communication technologies is also consistent with the increase in the volume of the data sent and received by a single service user that in 2019 increased by 35.4 per cent and accounted for 13,599.7 MB (see Fig. 5).

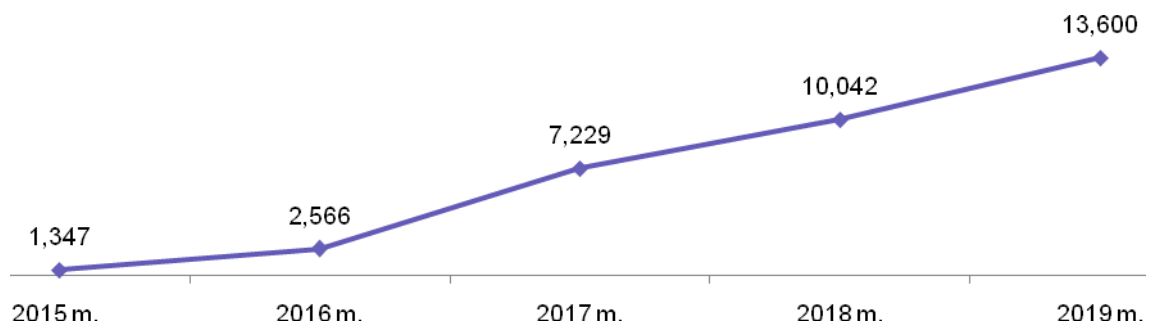


Fig. 5. Volumes of data sent and received by a single user, MB, 2015-2019

A switch to the mobile communications technologies (LTE) affected the number of the internet access subscribers using fixed communications technologies. In 2019, as compared to 2018, the number of subscribers to broad-band Internet access provided by fixed communications technologies, increased only marginally, i.e. by 3,100, or by 0.4 per cent (see Fig. 6). In the course of 2019, the optical fibre communication lines (FTTx) remained the principal technology for the provision of Internet access services provided by fixed communications technologies. According to the data of 2019, there were 596,100 optical fibre lines in Lithuania, representing an increase by 2.7 per cent since 2018.

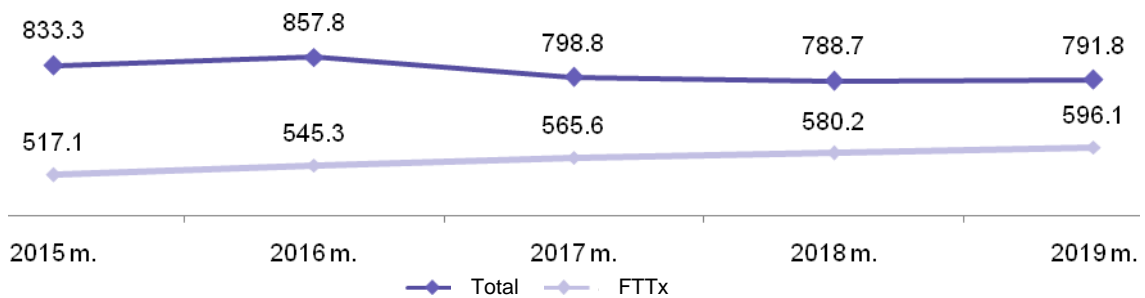


Fig. 6. Total subscribers to Internet access services provided by means of fixed communications technologies, in thousands, 2015-2019

The structure of the subscribers in terms of technologies used showed that 7.3 per cent of the Internet access service subscribers were using optical fibre communications lines. The market share of the fibre communications technology increased by 1.7 percentage points, and the share of subscribers using DSL technology, ranking second in terms of popularity, dropped by 1.1 percentage point and accounted for 15.7 per cent (124,500). The share of the subscribers to internet access services provided by wireless communication technologies accounted for 5.7 per cent (44,800), and users of internet access provided by cable television networks was 2.6 per cent (20,600).

Internet access services (30 Mb/s and higher) were provided via optical fibre lines (FTTx), cable television networks using DOCSIS 3.0 technology, and via other lines (local networks (LAN)). The total number of subscribers receiving 30 Mb/s and higher data upload speed increased by 4.0 per cent. On 31 December 2019, 77.9% of fixed broadband communications subscribers were using 30 Mb/s and higher Internet speed, including 48.7% who were using 100 Mb/s and higher speed.

**Telephone communications.** Total active subscriber identification cards (SIM cards) used for the provision of public mobile communications services<sup>1</sup> in the course of 2019, as compared to 2018, decreased from

<sup>1</sup> The number does not include the SIM cards used to provide internet access services, under an internet access services payment plan, rather than that for the public mobile telephone communication services, or the SIM cards used for M2M services exclusively.

3,764,700 to 3,704,300, or by 1.6 per cent. The number of subscribers to public fixed telephone communication in the course of 2019, decreased from 426,500 to 367,800, or by 3.8 per cent.

The trends in the area of the use of telephone communications services during 2019 remained virtually unchanged. In 2019, the duration of calls initiated in public mobile communication networks increased by 2.8 per cent, and the total duration was by 243.8 million minutes longer, however, the duration in the fixed telephone communication networks decreased by 10.5 per cent, or by 60.8 million minutes (see Fig. 7).

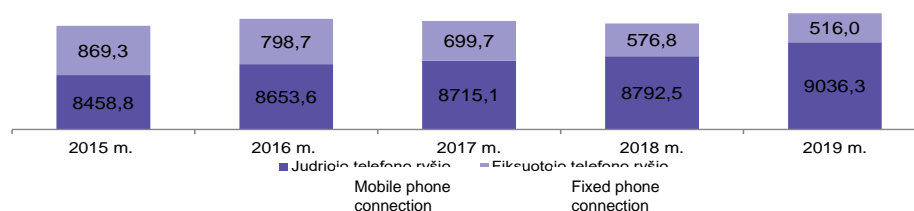


Fig. 7 3. Duration of originated calls, million minutes, 2015-2019

**Television.** At the end of the year, there were 678,400 subscribers to pay-TV, which was by 0.3 per cent more than at the end of 2018 (see Fig. 8). To an extent this was affected by the growing number of IPTV (Internet Protocol Television), as there were 22 companies offering the service, and to watch TV the service was used by 41.8 per cent of the total subscribers of pay TV, or 283,400 (as compared to the data of 2018, the number of subscribers increased by 9.5 per cent). Although the TV services provided by cable television networks remained the most popular television service, as during 2019, some 332,200 subscribers, or 49.0 per cent were using that type of television, which represented a decrease by 5.1 per cent or 18,000.

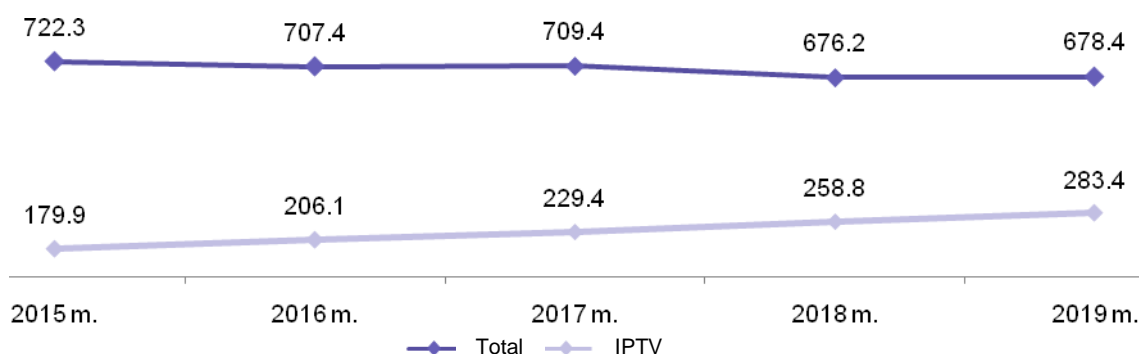


Fig. 8. Total subscribers of pay-TV, thousands, 2015-2019

## 2.2. Postal sector

At the end of 2019, the postal services were provided by 48 legal entities, i.e. by three more than at the end of 2018.

The overall postal market covers sending and delivery of items of correspondence and parcels and other postal services. In terms of revenues, during 2019 the overall postal market increased by 11.7 per cent (EUR 20 million), and accounted for EUR 191.1 million (see Fig.9). The revenues were on the rise throughout the entire 2015-2019 period.

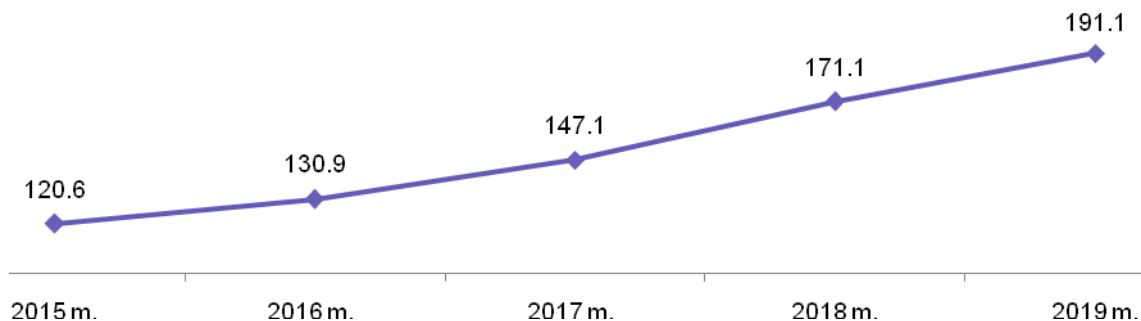


Fig. 9. Revenues generated from the provision of postal services, EUR millions, 2015-2019

The largest part of the market in terms of revenue, was held by *AB Lietuvos paštas* (see Fig. 10). The market share held by *AB Lietuvos paštas* increased by 2.8 percentage points.

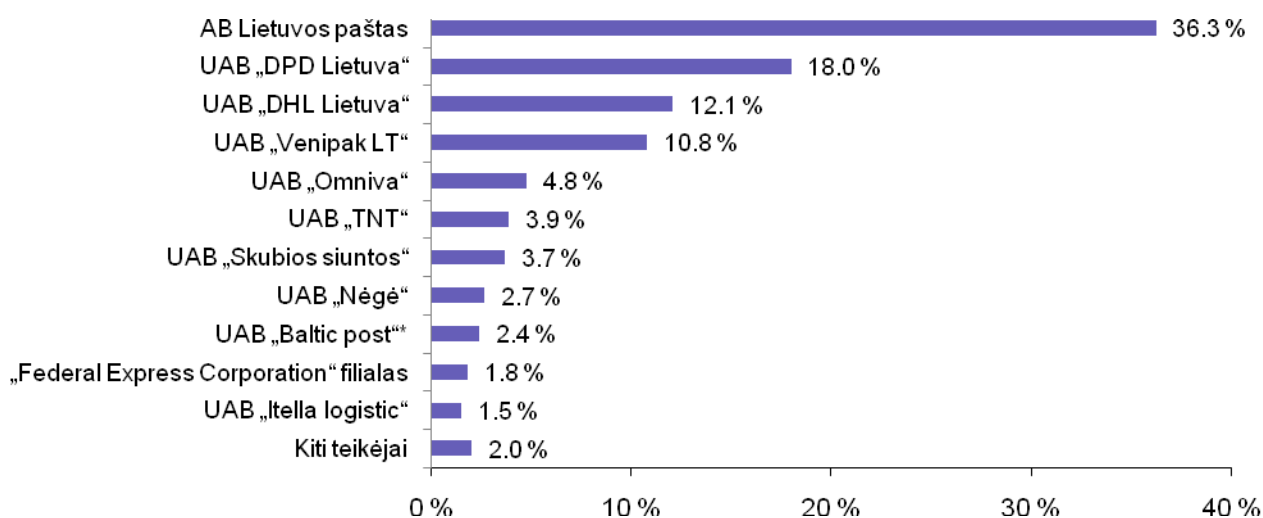


Fig. 10. Market shares held by postal market players, in terms of income, per cent, 2019

\* In Q3 2019 UAB Baltic Post was connected to AB Lietuvos paštas.

In recent years, both domestically and internationally, the volume of e-commerce has been growing rapidly, which is directly related to the growth of postal traffic. The number of postal parcels in the course of 2019, increased as compared to 2018, by 4.7 per cent, or 3.8 million in units (see Fig. 11). Within the past several years the share of parcels within the total postal items was increasing (2017 – 18.4 per cent, and 21.1 and 24.3 per cent, respectively, in 2018 and 2019). During 2019, the number of parcels increased by 20.3 per cent, or 3.5 million items. In terms of the number of postal items the correspondence market accounts for 75.7 per cent of the total postal items. During 2019, the number of correspondence parcels increased by 0.5 per cent, or 0.3 million in units.

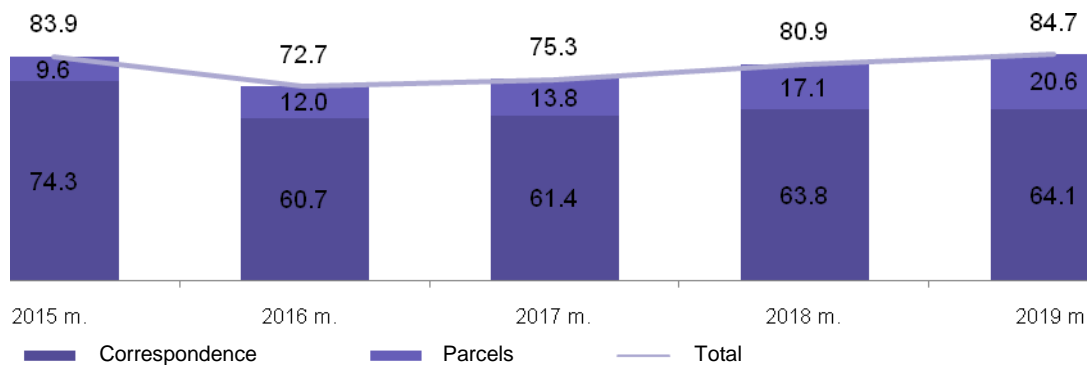


Fig. 11. Total postal parcels, million units, 2015-2019

The 27.7 million of international parcels in 2019 accounted for 32.7 per cent of the total postal parcels. The items of correspondence accounted for 77.2 per cent of all international parcels, or 21.4 million which represented an increase by 10.0 per cent or 1.9 units since 2018. The number of international parcels increased by 28.1 per cent, or 1.4 million units since 2018, and totalled 6.3 million units. The number of domestic parcels increased by 0.9 per cent and accounted for 57.0 million. The items of correspondence accounted for 75.0 per cent of the total items of correspondence that represented a decrease by 3.6 per cent or 1.6 million. The number of domestic postal parcels in 2019 increased by 17.2 per cent or 2.1 million, totalling 14.3 million units.

The universal postal service in Lithuania is provided by *AB Lietuvos paštas*. This service is vitally important to the residents of remote areas who are provided with an opportunity to send and receive various postal parcels or items of correspondence.

**Volumes of the universal postal service.** In 2019, total 20.9 million items of universal postal service items were sent and received, by 5.1 per cent more than in 2018 (see Fig. 12). The growth in the number of universal postal service was persistent throughout the entire period of 2015-2019. International parcels in 2019 accounted for 81.6 per cent of all postal parcels within the universal service segment, standing, or 17.0 million units, i.e. by 9.5 per cent or 1.5 million units more than in 2018.

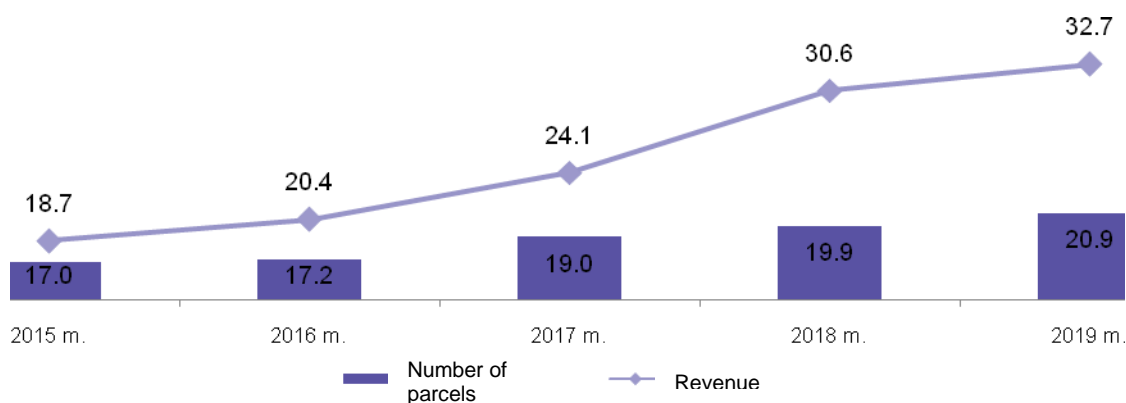


Fig. 12. Volume of the provided universal postal service, millions of units, and the revenues, EUR millions, 2015-2019

**Revenues.** The revenues from the provision of the universal postal service in 2019 amounted to EUR 32.7 million, which means an increase by 6.6 per cent relevant to 2018. The increase in the revenues was driven by the on-going increase in the e.trade volumes.

### 2.3. Railway sector

At the end of 2019, the overall length of railway tracks was 1,911 km, of which 152 km were electrified.

In 2019, the number of transported passengers increased by 6.7 per cent, and volume of transported freight declined by 2.8 per cent (see Fig.13)

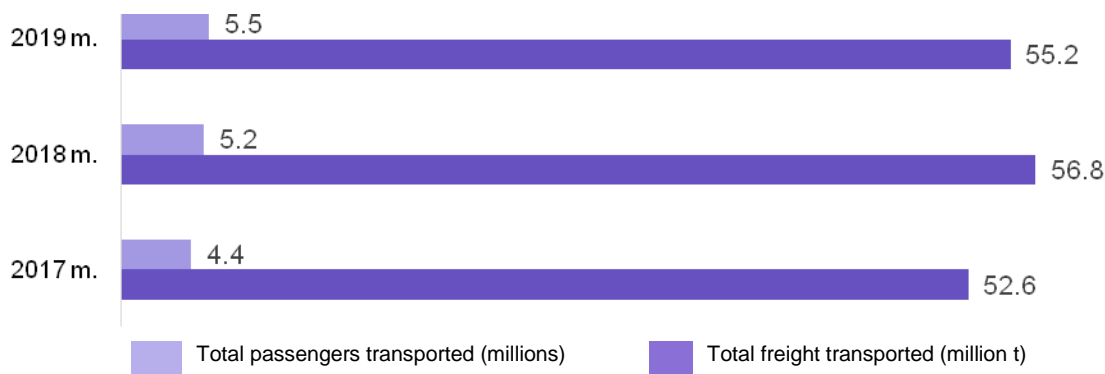


Fig. 13. Dynamics of the number of transported passengers and freight volume in 2017–2019

In 2019, the largest part of passenger train traffic, which grew by 2.4 per cent, as compared to 2018, was represented by national passenger train traffic, whereas rail freight traffic that declined by 4.1 per cent as compared to 2018, mainly consisted of international rail freight traffic (see Fig. 14).

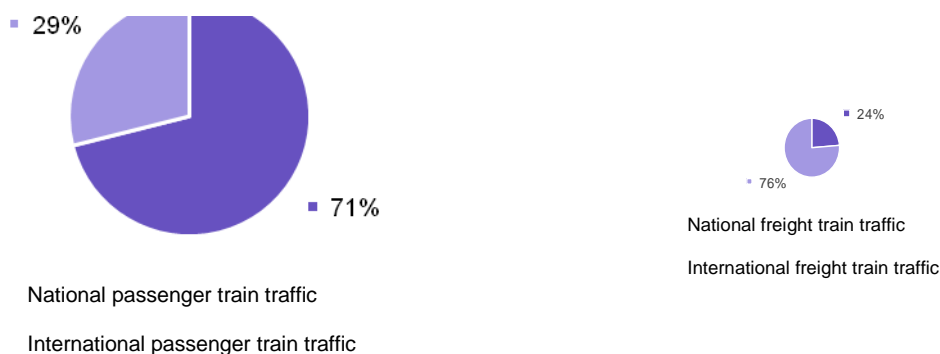


Fig. 14. Passenger and freight traffic distribution at national and international levels in 2019

### 3. PROMOTION OF COMPETITION IN THE ELECTRONIC COMMUNICATIONS AND POSTAL SECTORS

#### 3.1. Competition in the electronic communications sector. Market research

The purpose of the market analyses conducted by RRT is to assess whether the competition on a certain electronic communications market is effective and, if not, to prevent the abuse the influence on that market.



**3** – the number of market researches completed in 2019

The market analysis on call termination on individual public communications networks at a fixed location; The research concluded that a number of economic entities, such as *UAB CSC Telecom*, *UAB Ecofon*, *AB Lietuvos geležinkeliai*, *UAB Mediafon carrier services*, *UAB Nacionalinis telekomunikacijų tinklas*, *AB Lietuvos*



*radijo ir televizijos centras*, and *AB Telia Lietuva* were providing telephone calls termination services in their public fixed telephone communications networks while holding a significant share in the market. Specific access, non-discrimination, transparency, price control and cost accounting requirements were set for *AB Telia Lietuva*. Access provision and price control obligations were established for the remaining six economic entities. All the operators are subject to price control obligation with a view to implementing the provision requiring the call termination price as of 1 July 2019 is not higher than 0.09 EUR per minute. The findings of the market research are published on the internet website of the Authority.

Completed market research for the wholesale **local access at a fixed location** and **wholesale central access at fixed location for the mass-market products**. The findings of the market research showed that *AB Telia Lietuva* continued exercising significant influence in the market, therefore RRT imposed upon the company specific obligations regarding provision of access, non-discrimination, transparency, price control, cost accounting and cost segregation. Once enforced, such obligations will ensure a possibility for other operators to obtain access to the public fixed communications network managed by *AB Telia Lietuva*, and using the access provide retail electronic communications services, such as internet access and paid TV services.

In 2019, RRT drew up a draft report on the findings concluded by a market research of public telephone communications network in a fixed location to users and service recipients, except consumers<sup>2</sup>, as well as drafts of other documents that were subsequently released for public consultation for a period until March 2020.

In 2019, RRT started and is still continuing a market research of voice calls termination in individual public mobile telephone communications networks; the market research report produced is currently being adjusted according to the comments submitted by the working groups.

In 2019, RRT also started a market research of wholesale high quality access at a fixed location within the framework of which total 14 economic entities submitted completed market research questionnaires.

### 3.2. Transposing of the Electronic Communications Code to the national law



The year 2019 was a period of intensive transposition of the Electronic Communications Code to the national law of the Republic of Lithuania.

The European Electronic Communications Code was established by European Parliament and Council Directive (EU) 2018/1972 adopted on 11 December 2018. With a view to ensuring a more efficient legal regulation of the European electronic communications market in line with the cutting edge technologies and markets, the fast growing demand for internet services and a high capacity 5G communications network, the Electronic Communications Code consolidated and replaced four previous EU directives from 2002 that were the basic European documents in the communications sector.

EU Member States are required to transpose the provisions of the Electronic Communications Code to the national law by 21 December 2020. In the light of this obligation, the intensive efforts for the transposition of the European Electronic Code to the national law were mostly focused on review and improvement of the legal base; in this respect RRT reviewed the Law on Electronic Communications of the Republic of Lithuania constituting the basis of the regulation of electronic communications, and drew up its new version (hereinafter – draft Law on Electronic Communications), in addition to drafts of other related laws. With a view to ensuring openness and transparency of transposing the EU-wide legal regulation to the national law, and providing for all the parties an opportunity to express their views on the forthcoming legal regulation, draft Law on Electronic Communications

<sup>2</sup> According to the Law on Electronic Communications of the Republic of Lithuania, a consumer shall mean a natural person who uses or requests a public electronic communications services for purposes which are outside his or her trade, business or profession, i.e. for meeting personal, family or household needs.

and related legal acts numerous consultations were held with ministries, market participants and other interested persons. In this relation RRT received comments and/or proposals from nine ministries and three market participants that were referred to when improving and specifying draft amendments to laws of the Republic of Lithuania required for the efficient transposition of the Electronic Communications Code. RRT will be accordingly reviewing the regulations implementing laws in order to ensure that their provisions are brought in line with the provisions of the Electronic Communications Code and the relevant laws of the Republic of Lithuania.

### 3.3. Implementation of the EU Regulation on cross-border parcel delivery services



The new regulation on cross-border parcels obliges RRT to monitor the market, collect statistical information from the parcel delivery service providers, and assess the affordability of tariffs of universal postal service provider *AB Lietuvos paštas*.



Regulation.

**13** – total providers of *AB Lietuvos paštas* services obliged to follow the provisions of the

Regulation (EU) 2018/644 of the European Parliament and of the Council of 18 April 2018 on cross-border parcel delivery services (hereinafter – the Regulation) came into force on 22 May 2018. The key objectives of the Regulation are the following:

- promote e-commerce in the EU common market;
- reduce the tariffs applied to persons and small companies and the unreasonable differences in the tariffs in different EU Member States;
- enhance the transparency of the international parcel delivery and make it possible to compare the prices throughout the EU.

The provisions of the Regulation<sup>3</sup> apply to parcel delivery service providers: express and courier service providers, also intermediaries and service providers established in more than one EU Member State. In 2019, RRT identified 13 postal service providers whose postal service activity falls within the area of supervision of the Regulation. RRT held a meeting at which the attending parcel service delivery providers were explained their obligations under the Regulation.

On 31 January 2019, the parcel service delivery providers submitted the information on tariffs as required according to Article 5 of the Regulation. Having assessed the compliance of the tariffs to the Regulation, on 28 February 2019, RRT submitted the information about the international parcel tariffs to the European Commission. For the purpose of tariff transparency, the European Commission will publish the tariffs of parcel delivery service providers on a specific section of the website EUROPA: [https://ec.europa.eu/growth/sectors/postal-services/parcel-delivery/public-tariffs-cross-border\\_en](https://ec.europa.eu/growth/sectors/postal-services/parcel-delivery/public-tariffs-cross-border_en).

For the purpose of implementing the requirements of Article 4 of the Regulation, RRT collected from parcel delivery service providers the data on the international parcel delivery market for 2018. Within the reporting year total 16,636,000 parcel units were sent from foreign countries to Lithuania, and total 3,035,000 parcels were sent from Lithuania to foreign countries. The findings of the study pointed out that Lithuanian consumers receive 5.5

<sup>3</sup> The Regulation does not apply to parcel delivery service providers with fewer than 50 persons, unless the providers are established in more than one Member State.

times more parcels from foreign countries or send items within Lithuania, than they send from Lithuania to other countries. The turnover of the parcels received from the EU and third countries in 2018 accounted for EUR 36,891,000, and parcels worth EUR 36,778,000 were sent from Lithuania to the EU and third states. In 2019, there were 5,883 persons working as parcel delivery service providers.

All the most relevant information related to the implementation of the Regulation is published on the internet website of RRT.

### 3.4. Supervision of the obligations imposed upon undertakings



Completed audits of accounting systems and accounting separation of AB Telia Lietuva and AB Lietuvos Radijo ir Televizijos Centras for 2018.



Completed inspection of compliance with the relevant requirements of legal acts by AB Lietuvos radijo ir televizijos centras in providing the services to Public Enterprise Lietuvos nacionalinis radijas ir televizija.

Completed inspection of the tariffs for the wholesale high-speed communications services provided by PE Plačiajuostis internetas.

For the purpose of promoting competition during 2019 RRT was conducting the supervision of compliance with the obligations upon undertakings having significant influence in the market<sup>4</sup>. Completed audits of the accounting systems and accounting separation of AB Telia Lietuva and AB Lietuvos radijo ir televizijos centras for 2019.

**Results.** In the report on the audit of AB Lietuvos radijo ir televizijos centras the auditors expressed an opinion that following the completed corrections the reports on cost accounting and cost separation drawn up by the undertaking complied, in all material respects, the requirements of the relevant legal acts; the auditors however, submitted a comment that the auditor was not able to ascertain if separation of fixed assets of protective tubes and related costs were properly attributed to the communications cable duct, because AB Telia Lietuvos started collecting the information on the separation of protective tubes only in 2017 (in response to the comments submitted after the audit of 2016 regarding the inadequate calculation of the costs of protective tubes). The auditors also identified certain inconsistencies in the monthly allocations of the costs of the cost centre for the development, supporting and transfer of regulated services. In view of the lack of factual evidence the auditors submitted a qualified opinion regarding the allocation of costs according to the requirements of the Rules on the accounting of costs according to the fully distributed costing method approved by Order No. 1V-1164 of 28 December 2005 of the Director of the Authority *Regarding the approval of the rules on cost accounting according to the fully distributed costing method* (hereinafter – *Cost Accounting Rules*).

#### Following the two audits the following comments of advisory nature were submitted:

1. The auditors recommended AB Lietuvos radijo ir televizijos centras to fully automate the reporting process, i.e. to acquire the required software, integrate the links between the systems acquired and operated by AB Lietuvos radijo ir televizijos centras, and the imported working files, seek more efficient use of the functionalities of the finance and business management system Navision, thus ensuring reliability of the information provided in the annual report.

<sup>4</sup>RRT was inspecting and assessing the compliance with the obligations regarding transparency, non-discrimination, access control and price control by undertakings exercising significant control in the market.

auditors recommended *AB Telia Lietuva* to analyse its statistical indicators at least once per quarter, put in place an internal control procedure ensuring checking of correctness of the transfer of initial statistics or drivers to the ABCM system not only in the first, but also in the last stage. Additionally, the company was recommended to adjust the allocation of general costs for services specifically considering the unreasonably decreased direct costs during 2018.

Having considered the results of the audits RRT applied to both undertakings with a request to eliminate the shortcomings identified in the course of the audits. The findings of the audits are published on the RRT website.

In 2019, also an inspection was initiated to verify whether or not *AB Lietuvos radijo ir televizijos centras* has properly segregated the services submitted to the *PE Lietuvos nacionalinis radijas ir televizija* from other services, whether the costs for the services were allocated properly, and the prices did not exceed the threshold set by relevant regulations.

**Results.** No major discrepancies were established as a result of that inspection, however, the auditors recommended that with a view to properly implementing the legal requirement regarding information, and separation of accounting of cost for the previous year and the accounting that must be inspected at an expense of the supplier and submitted to RRT, *AB Lietuvos radijo ir televizijos centras* should hire an independent auditor authorised to draw up an independent auditor's report, rather than carrying out an audit by itself. The Ministry of Communications and Transport submitted to RRT an inspection report indicating that the revenues generated by *AB Lietuvos radijo ir televizijos centras* from the services provided to *PE Lietuvos nacionalinis radijas ir televizija* were by 4.3 per cent lower than the cost related to the provision of the services.

In 2019, RRT assessed the tariffs for the wholesale high speed broad-band communications services developed by the state in the locations where there is no other high speed broad-band communications infrastructure, or no competition in providing such services, that are intended to be approved by *PE Plačiąjuostis internetas*.

**Results.** RRT submitted to the Ministry of Communications and Transport a conclusion that the tariffs for the wholesale high speed broad-band communications services developed by the state in the locations where there is no other high speed broad-band communications infrastructure, or no competition in providing such services, and intended to be approved by *PE Plačiąjuostis internetas* were compliant with the requirements of the methodology for tariffs calculation.

### 3.5. Telephone number portability service

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The telephone number portability service enables users to change their service provider according to the quality and variety of services, prices, loyalty systems, service attractiveness, etc. and other important service parameters without changing their own telephone number. The telephone number portability service has been provided in Lithuania for 15 years already, i.e. since 2004.

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According to the data of RRT from the very beginning of the number portability service (2004) until 31 December 2019, total 1,905,282 numbers were ported to the networks of other service providers, of which 1,807,558 were mobile telephone communications numbers, and 97,724 were fixed telephone communications numbers. Total 40 per cent of all active telephone communications users have already taken advantage of the number portability service (see Table 1), including 172,535 in 2019.

Table 1. Total ported telephone communications numbers, 2019, units

<b>Ported numbers, total</b>	<b>172,535</b>
Mobile communications numbers	159,137
Fixed communications numbers	13,255
Service numbers	143

### 3.6. Supervision of undertakings engaged in electronic communications and postal activities



15 – completed regular inspections of electronic communications service providers;



15 – completed regular inspections of postal service providers

During 2019, RRT carried out 15 regular inspections of electronic communications service providers (14 in 2018). The inspections established that total seven undertakings failed to comply with the requirements regulating activities of electronic communications. Having received some methodological assistance the electronic communications service providers concerned removed the identified irregularities. An average duration of a regular inspection of an electronic communications provider was 1 h 24 min (1 h 40 min in 2018).

During 2019, RRT completed 15 regular inspections of postal service providers, two more than in 2018. No instances of irregularities were established as a result. An average duration of a regular inspection of a postal service provider was 1 h, and remained unchanged since 2018.

Seeking to find out the service providers' opinion about supervision of the economic operators' activities carried out by RRT, RRT circulated 30 inquiry questionnaires and received 26 replies. Results of the inquiry of undertakings in 2019:

- 100 per cent of the inquiry participants replied that advance information (a notification about a planned inspection and an attached check-list questionnaire) was useful.

- All the electronic communications service providers and some 85 per cent inquired postal service providers admitted that the questions submitted in the check-list questionnaire were clear and well understandable.

- 92 per cent of interviewed postal service providers and 100 per cent of electronic communications service providers indicated that the term for removing irregularities set by authorised officers of RRR was acceptable.

- When replying to the questionnaires all the undertakings admitted that the information related to the supervision of undertakings was sufficient.

- 77 per cent of the surveyed postal service providers and 31 per cent the surveyed electronic communications service

providers did not know that a detailed description of the administrative consulting service is published on the RRT website<sup>5</sup>.

▪ The performance of the authorised officials of RRT was rated as good by all the undertakings covered by the survey.

## 4. PROTECTION OF CUSTOMER RIGHTS AND LEGITIMATE INTERESTS

### 4.1. Examination of requests (complaints) of users of electronic communications services



405 – examined complaints about electronic communications services



162 – complaints settled amicably



12 – reviewed typical contracts of electronic communications service providers

In 2019, RRT examined 297 requests and complaints (jointly to be referred as the “complaints”) from the applicants regarding the provision of electronic communications services: 361 complaints were received from natural persons and 44 complaints were filed by legal entities. As compared to 2018, when 297 complaints were filed, the number of complaints increased by more than 100. Most complaints and claims concerned the provision of mobile telephone communications services (183) and TV services (127) (see Table 2).

Table 2. Complaints according to types of services, units

Contested services*	Units
Fixed telephone communications services	8
Mobile telephone communications services	183
Internet access services (fixed communication)	94
Internet access services (mobile communication)	42
Television services	127

\* The complaints might indicate several services.

In 2019, most complaints received concerned the circumstances related to the termination of service contracts, including the consequences of such termination (177 complaints) (see Table 3).

Table 3. Reasons for the complaints, 2019, units

Reasons**:	Units
Quality of the service	50
Credit limit (financial limit)	2
International roaming services	14
Payment for the services	136
Change in the contract terms	28

<sup>5</sup>Description of consultancy for individuals over the issues of the competence of the Communications Regulatory Authority of the Republic of Lithuania together with other descriptions of the administrative service is published on the RRT website at the address <https://www.rrt.lt/paslaugos/administraciniu-paslaugu-aprasai/>

Termination of the contract	100
Outcomes of the termination of the contract (penalties, loss, etc.)	77
Execution of the contract	59
Telephone number portability	7
Other	20

\* The complaints might indicate several reasons.

It should be noted that as many as 40 per cent of the complaints (total 162) were settled amicably. RRT forwarded three complaints (or some of the aspects relevant in that relation) to be examined by other institutions according to their competence.

As part of its duty to ensure prevention of the breaches of the end service users' rights and legitimate interests, and in response to repeatedly received inquiries RRT was providing to electronic communications service providers targeted consultations (recommendations) specifically focusing on regulation set forth by legal acts and the case law. RRT held meetings on remotely concluded service provision contracts, certain modifications of service provision contracts, invoicing requirements and other issues.

As part of the supervision of electronic communications services during 2019 RRT reviewed the standard electronic communications provision services of 12 service providers in terms of their compliance with the requirements of the *Rules on provision of electronic communications services*.

During 2019, RRT provided 2,000 consultations by phone, including by toll free trust and help line 8 800 20030. The service recipients were provided consultations by e-mail on 309 occasions in response to inquiries of service users received by the same channels and related to electronic communications services.

### Examination of requests (complaints) of users of postal services



65 – examined complaints regarding postal services



8 – amicably settled complaints



2 – instances of provided methodological assistance because of a breach of legal acts.

During 2019 RRT examined 65 complaints of users of postal services regarding the provision of postal services: 65 complaints were received from natural persons, and one was received from a legal entity. Most issues and disagreements during 2019 were raised because of the universal postal service provided by *AB Lietuvos paštas* (total 34 complaints were received). RRT examined total 11 complaints filed regarding the other postal services provided by *AB Lietuvos paštas* (except the universal postal service), in addition to 17 complaints regarding postal service of other providers, and in three cases the applicants complained not about postal service, but other paid services and contractual legal relations regarding transportation. The largest number of complaints (32) received in 2019 concerned damage indemnification (see Table 4).

Table 4. Reasons for the complaints, 2019, units

Reasons for the complaint	Units
Claim for damages	32
Service quality (damaged, lost postal items; delayed delivery of postal items; delivered to	19

the wrong recipient, at the wrong address, non-returned postal items, etc.)	
Return of postal items	10
Payment for the services	6
Other causes (regarding customs procedures; notifications of receipt of postal items; weight of postal items; requirements for packages of postal items, etc.).	17

During 2019, eight complaints regarding the provision of postal service were settled amicably, RRT provided replies to 53 complaints in the manner set forth by laws attaching the assessment of the situation by RRT, in two instances a breach of legal acts the enforcement of which is supervised by RRT was established, in which case relevant methodological assistance was provided to the service providers. In two instances RRT forwarded the complaints to examine to other authorities according to their competence.

RR performing its function of supervision of the compliance with legal acts and assurance of protection of consumer rights as well as prevention in the postal area, provided two written consultations (recommendations) to postal service providers.

During 2019, postal service users were consulted by phone on 200 occasions, including via a toll free and help line at 8 800 20 030, and replied to 48 inquiries from postal service users by e-mail.

### Out-of-court dispute settlement



RRT is authorised to resolve the disputes between the end users and the providers of electronic communications services and disputes between the users and the postal service providers through out-of-court settlement procedure. In order to restore the balance of violated interest, the parties may resolve the dispute in several ways – one of them is so-called alternative dispute settlement.

Pursuant to the Law on Consumer Protection of the Republic of Lithuania<sup>6</sup> (hereinafter – LCP), the Law on Electronic Communications of the Republic of Lithuania (hereinafter – the LEC), the Postal Law of the Republic of Lithuania (hereinafter – the Postal Law), RRT is authorised to resolve the disputes between end users and providers of electronic communications services and disputes between the users and the postal service providers through an out-of-court settlement procedure.

RRT, in order to raise public awareness on out-of-court dispute settlement and encourage the end service users and other users to defend their rights in this manner, the RRT website sections Telephone communication, internet, TV, and the ‘Consumer Right Protection’ in the ‘Post’ Section (subsection ‘How to file a petition for dispute settlement’) publish information about alternative dispute resolution procedures, provide model forms, also the Resolutions passed by RRT, in addition to other relevant information.

### Resolution of disputes between end-users and electronic communications service provider

<sup>6</sup> Pursuant to the provisions of Article 22(1)(1) of the LCP, Article 8(2)(2) and Article 36 of the LEC and Article 13 of the Postal Law, RRT is authorised to resolve disputes between the end service users and the providers of electronic communications services and disputes between the users and the postal service providers through an out-of-court settlement procedure.





73 – examined disputes regarding electronic communications services



42 – applications for settlement of disputes regarding mobile telephone communications services.

During 2019, RRT examined 73 disputes between the end service recipients and electronic communications service providers. During the reporting period RRT received 64 requests to settle disputes: 57 of them were examined during 2019, the examination of the remaining six disputes was completed in 2020, in addition to 16 requests received back in 2018. Most of the examined disputes (69 per cent) were submitted by natural persons who were using electronic communications services for personal, family or household needs.

In 2019, the average term for RRT to resolve the disputes regarding the electronic communications services was 50 working days (legal acts provide for a period of 90 days to resolve a dispute and adopt a decision).

In 2019, the end service users were mainly (in 42 instances) applying to RRT regarding the disputes over mobile telecommunications services (Table 5).

*Table 5. Disputes by service types, 2019, units*

Settled disputes by service types*:	Units
Fixed telephone communications services	0
Mobile telephone communications services	42
Internet access services (fixed communication)	21
Internet access services (fixed communication)	3
TV-services	21

\* Including the cases when a single request to settle a dispute referred to several types of electronic communications services.

#### INVOICING FOR ENTERTAINMENT TYPE SERVICES

A customer requested to cancel an amount of EUR 370.99 included in the invoices for iTunes entertainment services provided by Apple. The account history showed that the customer had ordered iTunes services for EUR 4.58 only, which was confirmed also by the representatives of Apple. The service provider did not agree with the claim of the customer, because the company never charged for any actions not performed by the customer (including 'iTunes' services).

RRT did not award the request from the customer and noted that in that particular case the service provider acted as an intermediary only, enabled the customer to settle accounts for entertainment services according to the data provided by Apple, and was in no position to affect the actions of Apple in any way. RRT established that the invoice recorded that the customer use 'iTunes' for EUR 370.99, and the statement recording the fees of Apple for the purchases by the customer by telephone (including the volume of 'iTunes' services, service unit price and the date), confirmed that the invoice included only the amounts that Apple had provided to the service provider.

Furthermore, RRT established that the functionality of 'iTunes' allowed indicating the telephone number **into the invoice of which the fees will be included for the use of 'iTunes' in other devices** (other than the smart telephone device used by the customer) **and/or when accessing from a different account**, and for that reason the customer did not see any such services or fees in their telephone set. In this case, it would be necessary to check the purchase history of each

It should be noted that nearly half of the disputes between the end service recipients and electronic communications service providers submitted to RRT were settled to the satisfaction of the service provider (41 cases) (Table 6), which shows that not infrequently the customer's perception about a violation of his/her rights is based on a subjective belief rather than on objective circumstances.

Table 6. Dispute resolution outcome, 2019, units

Dispute resolution outcome*:	
Dispute resolved in favour of the service recipient	10
Dispute resolved in favour of the provider	41
Dispute resolved amicably	23
Dispute unresolved	1
Dispute examination terminated	6
Dispute refused to be resolved	0

\* Contained complex resolutions.

#### TERMINATION OF THE CONTRACT BY E-MAIL

A customer applied to RRT claiming that the service provider did not terminate the electronic communications service provision contract (hereinafter – the Contract) on the basis of the customer's e-mail. The customer requested the service to be terminated as of 1 January 2019, the date indicated in the application. The service provider did not agree with the request of the customer, because the service provider did not receive a request to terminate the contract of an established form. Therefore the services concerned were continued to be provided to the customer according to the contract.

RRT did not award the request from the customer and the right of the customer to withdraw from the contract at any time was not absolute, i.e. the customer has a right to terminate the contract unilaterally having notified the service provider in the manner set forth in the contract. The parties to the dispute then referred to the clause set forth in the Civil Code that a unilateral termination of a contract is possible only by submitting a written notice. The contract, however, was silent regarding the form of the notice, in paper or in electronic form. According to RRT, only from e-mail the information provided in the letter, but in the absence of the user's signature (electronic or regular), the person signing the request cannot be identified, therefore such notice from the user cannot be considered a valid request to terminate the contract.

### Resolution of disputes between postal service users and the suppliers



15 – examined disputes regarding postal services



12 – decisions not to award the applications from the users.

In 2019, RRT examined 15 disputes between postal service users and providers. During the reporting period RRT received total 19 requests to resolve disputes between the service users and providers; 12 such requests were resolved in the course of 2019, and the resolution for the remaining seven will be passed in 2020; in that connection RRT also completed examining three requests received back in 2018. Six requests were

submitted by legal entities, and the others were filed by natural persons that were using the service for personal family or household needs.

In 2019, the average term for RRT to resolve the disputes regarding postal services was 42 working days (legal acts provide for a period of 90 days to resolve a dispute and adopt a decision).

An analysis of the causes for the disputes showed that in 2019 users were most often applying to RRT regarding compensation of damage (Table 7).

Table 7. Complaints by nature, 2019, units

Dispute cause	Units
Claim for damages	13
Quality of the service	0
Payment for the services	2
Return of postal items	0
Other	1

\* Some of the requests referred to several reasons for disputes

In 12 cases the requests indicated by the customers were not awarded, one dispute was left unexamined and in three cases the disputes were resolved amicably (Table 8).

Table 8. Dispute resolution outcome, 2019, units

Dispute resolution outcome:	Units
Dispute resolved amicably	3
Dispute resolved in favour of the service recipient	12
Dispute left unexamined (except the disputes settled amicably)	1

## Resolution of disputes between undertakings at RRT Commission for Disputes



### 2 – disputes resolved in 2019 at the RRT Commission for Disputes

In 2019, the Commission for disputes between undertakings and disputes between postal service providers (hereinafter – Commission for Disputes) examined three disputes between undertakings providing electronic communication services: two of those were resolved in 2019, and one dispute was brought forward to 2020.

The Commission for Disputes received a request to resolve a dispute between *UAB CSC Telecom* and *AB Telia Lietuva* regarding the prices of wholesale services (SMS). As part of the dispute *UAB SCS Telecom* was seeking to obligate *AB Telia Lietuva* to provide wholesale services – SMS reception (termination) services to *AB Telia Lietuva* within the mobile communications network applying a price no larger than EUR 0.00984/SMS excl. VAT.

**Results.** The Commission for Disputes examined the dispute and resolved not to award the request from *UAB CSC Telecom*.

The Commission for Disputes received a request to resolve a dispute between *UAB CSC Telecom* and *AB Telia Lietuva* regarding the accessibility of communications numbers. Within the framework of the dispute *UAB*

CSC Telecom was seeking to obligate *AB Telia Lietuva* to ensure full accessibility of telephone communications numbers 707 40000–707 48999 and 707 50000–707 69999 that were installed in the mobile communications network of *UAB CSC Telecom* (code 9640) from the network of *AB Telia Lietuva* (both fixed and mobile) using the existing connection points in the telecommunication networks of the parties, i.e. to obligate *AB Telia Lietuva* to forward the call flow to the above numbers irrespective of its origin to the mobile telephone communications network of *UAB CSC Telecom* (code 9640).

**Results.** The Commission for Disputes examined the dispute and resolved to uphold the request from *UAB CSC Telecom*.

The Commission for Disputes received a request to resolve a dispute between *AB Bitė Lietuva* and *UAB CSC Telecom* regarding a unilateral termination of the transit contract. The decision regarding the dispute was passed in 2020.

## Supervision of international roaming services



3 – requests for the application of an additional fee for international roaming services in the EU/EEA countries were received by RRT.



As part of its oversight operations RRT established that not all payment plans were subject to the ‘roam like at home’ pricing, and not all customers were ensured good quality of the international roaming service.

RRT is responsible for the supervision of Regulation (EU) No 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications networks within the Union (OJ 2012 L 172, p. 1) (hereinafter – **the Roaming Regulation**) and of Commission Implementing Regulation (EU) No 2016/2286 of 15 December 2016 laying down detailed rules on the application of fair use policy and on the methodology for assessing the sustainability of the abolition of retail roaming surcharges and on the application to be submitted by a roaming provider for the purposes of that assessment (OJ 2016 L 34 p. 46) (hereinafter – **the EC Regulation**). The **Roaming Regulation** provides for that as of 15 June 2017 the international roaming service providers, when providing the services in the EU and European Economic Area (hereinafter – the EU/EEA) Member States, may not apply any additional fees and must apply the same pricing to their service users as in Lithuania (hereinafter – the “roam like at home” pricing).

In 2019, RRT received four requests<sup>7</sup> from the service providers for the application of additional fees for international roaming services in the EU/EEA countries having factored reasonable projected losses. After RRT had verified and clarified the submitted information and had determined the justified projected amount of losses, it set the maximum surcharges allowed to the operators (see Table 9) for a period of 12 months. It is up to the operators whether or not to apply surcharges, and to decide on the amounts of surcharges which would not exceed the allowable maximum amounts.

*Table 9. Maximum allowable surcharges set forth by RRT*

	From 15-06-2019 until 14-06-2020 allowable maximum additional retail roaming fee *
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<sup>7</sup>In order to balance the implementation of the “roam like at home” pricing and stability of the prices for local services, the Roaming Regulation and EC Regulation provide for the exception and enable the providers to address the market regulator with a request to assess the losses and apply the additional fee for international roaming services in the EU/EEA countries which would be loss-making.

	UAB Bitė Lietuva	UAB Tele2	UAB Teledema
<b>Calls (calling)</b>	Not applicable Decreasing – 100 per cent	0.40 ct/min Decreasing** – 20 per cent	0.50 ct/min Decreasing** – 71 per cent
<b>Calls (answering)</b>	Not applicable	0.40 ct/min Decreasing – 20 per cent	0.50 ct/min Decreasing** – 45 per cent
<b>SMS</b>	Not applicable	Not applicable	Not applicable
<b>Data transmission</b>	EUR 1.03/GB Decreasing** – 57 per cent	EUR 0.82/GB Decreasing** – 27 per cent	EUR 1.95/GB Decreasing** – 43 per cent

Notes. The charges indicated excl. VAT

These maximum additional fees were approved by RRT taking into account the terms and conditions of the provision of services referred to in operators' requests which were applied to the calculation of potential losses. In case of changing of such conditions, RRT is entitled to require that the operators recalculate the applicable additional fees or terminate application thereof.

\*\* The change compared to the maximum additional fee which could apply between 15 June 2017 and 14 June 2018.

New surcharges, which started to be applied from the middle of 2019, were significantly lower those a year ago, which means that the prices of electronic communications services continued to go down for Lithuanians when travelling abroad.

As part of discharging its obligation to monitor the implementation of the Roaming Regulation, during 2019 RRT detected several cases of failure to comply with the requirements of that Regulation, e.g. not all payment plans were applied by the "roam like at home" pricing, the period of unfair use monitoring was shorter than that established in the **EC Regulation**. All violations detected by RRT were promptly addressed by the service providers.

#### **'4.8. Safer internet' project and the operation of the internet hotline 'Clean internet'**

In cooperation with its partners RRT continued carrying out the project 'Safer Internet' where RRT is responsible for the operation of the internet hot lines. The objective of the RRT Internet hotline [www.svarusinternetas.lt](http://www.svarusinternetas.lt) is to accept the reports of the Internet users who encountered content related to sexual abuse of children, violence or bullying, pornography, distribution of narcotic substances, incitement of racial or ethnic hatred, other unlawful or harmful information, to promptly investigate them and, if the information received is correct, forward them for further investigation to the competent authorities in Lithuania and RRT partners abroad to ensure that the prohibited information is removed as soon as possible.



998 – received reports on unlawful or harmful content on the Internet in 2019.



48 – percentage of all the reports in respect of which RRT took follow-up actions.

Acting as an Internet hotline operator in the course of 2019 RRT received total 998 reports on illegitimate or harmful content on the Internet (see Fig. 15). As compared to 2018, when total 3,149 reports were received, in 2019 the total number of reports of the kind decreased by more than three times, the percentage share of the

reports that were followed up increased by 26 percentage points, and accounted for 48 per cent of all the reports received (22 per cent in 2018).

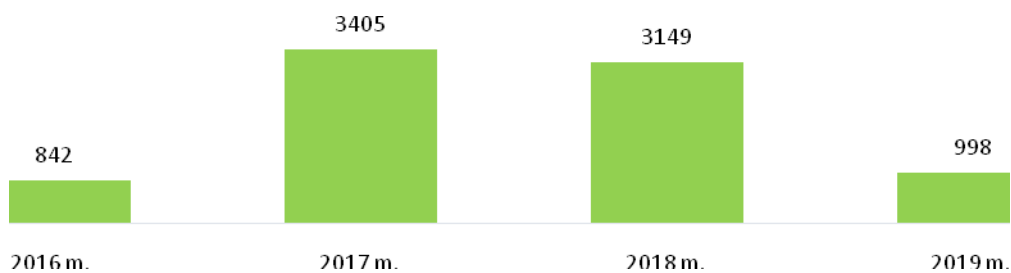


Fig. 15. Statistics of the reports on the Internet hot line, 2016-2019

Following the investigations further actions were taken regarding 482 cases (697 cases in 2018) which accounted for 48 per cent of all the reports received (22 per cent in 2018) (see Fig. 16).

- 44 reports were forwarded for further investigation to the Police Department. Suspected illegitimate content at the Lithuanian servers.
- 42 reports were forwarded for further investigation to the Office of the Inspector of Journalist Ethics. Suspected information adversely affecting minors.
- 262 reports about images of sexual abuse of children were forwarded to hotline of other states, members of the International Association of Internet Hotlines (INHOPE).
- Total 134 NTD (Notice and Take Down) reports forwarded to Internet service providers, website owners, social network administrators in different countries notifying them of the illegal Internet content contained in their networks in order to remove it as soon as possible.

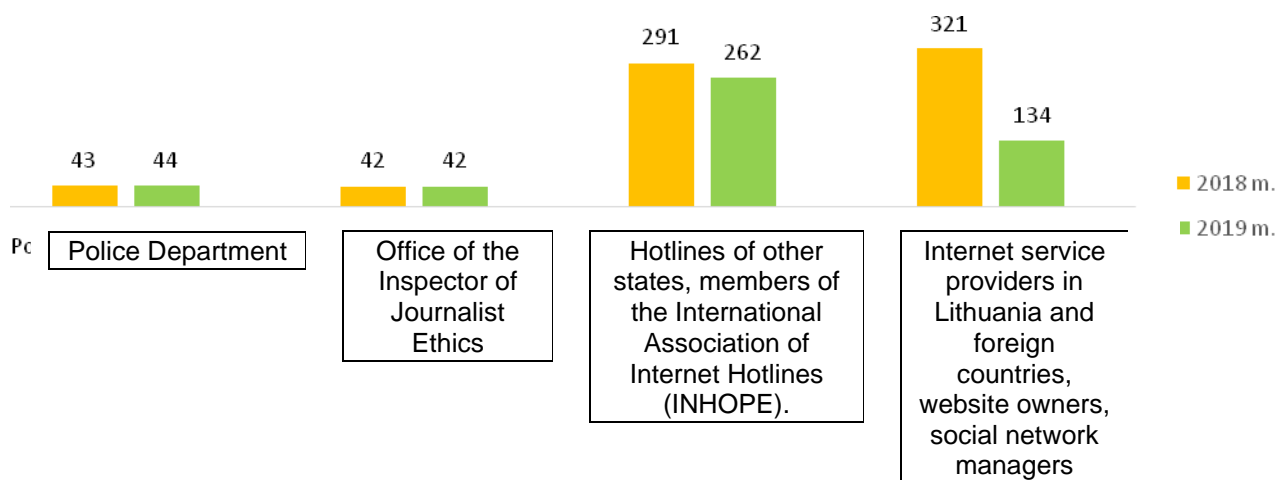


Fig. 16. Statistics of reports forwarded for a follow up investigation in 2018-2019, units

No actions were taken with regard to other reports (516 in 2019, 2,452 in 2018), since they did not contain information on the Internet content which was harmful or illegal under the Lithuanian legislation or which was published by service stations of the foreign countries, where such content is not considered illegal, or it was not accessible (for instance, password protected, published in private closed groups, etc.) or not found (content removed or link no longer active).

With a view to enhancing public awareness on internet safety RRT and its partners traditionally organised the social campaign to celebrate the day of Safer Internet under the slogan 'Together for a better internet'. The Safer Internet day is marked throughout the world on 5 February 2019.



## 4.9. ‘Connected Lithuania: Effective, Safe and Responsible Digital Society in Lithuania’

In cooperation with its partners<sup>8</sup> RRT was implementing a project ‘Connected Lithuania: Effective, Safe and Responsible Digital Society in Lithuania’. The activities of RRT in the area are dedicated to inform the residents of Lithuania on trust services, electronic signature and safe use of Internet.

As commissioned by RRT, total 25 films were created and published, 2 comics and four instruction tutorials on the safe use of the internet, trust services and electronic signature. With a view to maximising the reach of the created material it is in stages published on RRT-managed websites (www.esaugumas.lt, www.elektroninispararas.lt, www.rrt.lt) and on the Youtube channel ‘Connected Lithuania’. For the purpose of implementing other activities of this project in the field of trust services, RRT purchased 50,000 smart card readers and circulated them in libraries around the country for distribution by potential partners of this project to potential users of electronic signatures to promote its use.

### 4.10. Communications services: quality assurance

#### 4.10.1. Supervision of the universal electronic communications services



392 – mandatory number of payphones set by RRT in 2019.

926 – mandatory number of payphones set by RRT earlier.

*AB Telia Lietuva* was obligated to ensure the provision of universal electronic communications services in the territory of Lithuania. The universal services also include also the telephone communications services provided by pay-phones. In 2017, *AB Telia Lietuva* initiated the discussions regarding a possible reduction in the volumes of the services provided by pay-phones, as the services were becoming increasingly less relevant. While in 2017 and preceding years the mandatory number of pay-phones to be established was 926, and only 527 in 2018.

Given this situation in 2019 RRT obligated *AB Telia Lietuva* to ensure that the number of pay-phones and/or other points of publicly accessible communications services throughout the territory of the Republic of Lithuania be no less than 392<sup>9</sup>.

An inquiry among the users of electronic universal communications services found out that in 2019 less than 1 per cent of the respondents were using pay-phones. 87 per cent of all respondents indicated they had no need to use pay-phones, because they were using the mobile telephone communications services. The key

<sup>8</sup> Information Society Development Committee under the Ministry of Economy, Association *Langas į Ateitį*, Martynas Mažvydas National Library of Lithuania and Ministry of the Interior of the Republic of Lithuania

<sup>9</sup> When determining the locations for pay-phones and/or other points of publicly accessible communications services RRT was following the amended Rules on the Universal Electronic Communications Services.

reason for not using the pay-phones was the availability of the analogue services by other methods. 89 per cent of the respondents noted that the possibilities to use telephone communications services would not change had the obligation to ensure a possibility to use pay-phones been withdrawn.

#### 4.10.2 Assurance of integrity of public communications networks

One of the tasks of RRT is to ensure that providers of public communications networks would implement appropriate technical and organizational measures necessary to ensure integrity of public communications networks they provide. The rights and obligations of public communications network providers for the purpose of ensuring the integrity of the public communications networks are specified, and the terms and procedures for the provision of the information to RRT about breaches of network integrity are laid down in the Rules on Assurance of Integrity of Public Communications Networks approved by the Order of Director of RRT<sup>10</sup> (hereinafter – Integrity Rules).



14 – reports on breaches of integrity of public communications networks

RRT did not establish any cases of breaches of network integrity that could potentially cause or caused accidents and/or emergencies.

In 2019, RRT initiated amendments to the Integrity Rules that came into force on 1 January 2020. The amendments to the Rules distinguished the breaches of integrity of which the public communications network providers are obliged to notify RRT once per quarter, from the breached potentially affecting, affecting the operation of public communications networks or which had or have significant effect upon the provision of public electronic communications services provided by the networks, of which RRT has to be notified immediately.

In 2019, RRT received 14 reports from five public communications networks and/or public electronic communications service providers on breaches of integrity of public communications networks. Two providers of public communications networks filed with RRT four reports on breaches on mobile communications networks, whereas the remaining 10 reports were received from four providers of public communications networks concerning breaches on fixed communications networks. The main reasons for breaches of integrity of public communications networks are specified in Table 10.

*Table 10. Statistics of reports on breaches of integrity of public communications networks*

Types of public communications network integrity breaches	Total reports on integrity breaches	Number of end-service users affected by breaches of integrity
Interruptions of electric power supply	4	50,676
Cable breaking	2	62,270
Malfunctioning of the network equipment	8	105,045

Having assessed the reports on the breaches of public network integrity in two cases RRT applied to the public communications network providers regarding specification of the information, and compliance with the terms set forth in the Integrity Rules.

<sup>10</sup>Order No. 1V-394 of 25 April 2018 'On the approval of the Rules on Ensuring the Integrity of Public Communications Networks'.



### 4.10.3. Universal postal service

#### 4.10.3.1. Assessment of the provider of the universal postal service

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AB Lietuvos paštas is obliged to provide the universal postal service starting from 1 January 2020 for a period of seven years.

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In 2019, RRT examined the request from *AB Lietuvos paštas* in 2018 to obligate the company to provide universal postal service for a further seven years period<sup>11</sup>.

In its application to RRT regarding the obligation to provide universal postal service *AB Lietuvos paštas* indicated it was capable of providing the universal postal service and was operating a postal network compliant with the characteristics of a postal network of a universal postal service provider (hereinafter – Characteristics<sup>12</sup>). RRT initiated the procedure for the examination of the application filed by *AB Lietuvos paštas* according to the Procedure for the Obligation of the Universal Postal Service Provider. Having completed the assessment of the postal network managed by *AB Lietuvos paštas* RRT applied to the Ministry of Transport and Communications indicating that *AB Lietuvos paštas* was essentially compliant with the requirements for a universal postal service provider set forth in the Postal Law, and acting in accordance with Item 11 of the Procedure for the Obligation of the Universal Postal Service Provider, proposed to obligate *AB Lietuvos paštas* to provide universal postal service for seven years starting with 1 January 2020<sup>13</sup>.

It should be noted that the postal network managed by *AB Lietuvos paštas* and the modifications of the postal network shall ensure the compliance of the layout of the universal postal service access points would comply with the requirements established in the Characteristics. However, in view of the changes in the administrative (territorial) division, expansion of municipal areas and changes in the population of certain settlements, as well as the territories in which due to their geographical distinction the implementation of the requirements of the Characteristics is not feasible or reasonable (e.g. the Curonian Split), it is difficult to ensure that the universal postal service provision network meets the requirements of the Characteristics at all times, which causes insignificant discrepancies between the requirements laid down in the Characteristics and the actual situation of the postal network. In the light of the issues as referred to above, on 25 July 2019, RRT submitted proposals to the Ministry of Transport and Communications regarding possible specification of the Characteristics taking into account the exceptional nature of some territories, demographic trends and other significant factors.

The Postal Law requires RRT to supervise the compliance of the universal postal service provider with the characteristics of the postal network of the universal postal service provider as approved by the Ministry of Transport and Communications. In November-December 2019 RRT carried out a periodic assessment of the postal network managed by *AB Lietuvos paštas* with the Characteristics. To assess if *AB Lietuvos paštas* complies with the requirements of the Characteristics, the public map drawing application [www.arcgis.com](http://www.arcgis.com),

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<sup>11</sup>According to Item 3 of the Description of the Procedure for the Obligation of the Universal Postal Service Provider approved by Resolution No. 255 of 27 March 2013 of the Government of the Republic of Lithuania 'On the Approval of the Description of the Procedure for the Obligation of the Universal Postal Service Provider, a postal service provider compliant with the requirements set forth in Article 15(4) of the Postal Law, and willing to be obliged to provide the universal postal service throughout the territory of the Republic of Lithuania, may file a request to RRT to obligate the provide the universal postal service. The obligation to provide the universal postal service is assigned for a period of seven years.

<sup>12</sup>The Characteristics were approved by Order No. 3-46 of 25 January 2013 of the Minister of Transport and Communications of the Republic of Lithuania 'On the Approval of the Characteristics of the Postal Network of the Universal Postal Service Provider'.

<sup>13</sup> According to Resolution No. 467 of 15 May 2019 of the Government of the Republic of Lithuania 'On the Obligation to Provide Universal Postal Service' *AB Lietuvos paštas* was obligated to provide universal postal service until 31 December 2026.

application 'Akis' and additional data from the websites [www.geoportal.lt](http://www.geoportal.lt), [www.regia.lt](http://www.regia.lt) and [www.maps.lt](http://www.maps.lt) were used. No major discrepancies were established as a result of the assessment.

#### 4.10.3.2. Tariffs and cost accounting of universal postal services

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In line with its obligations set forth in the Regulation on cross-border parcel delivery in 2019 RRT assessed the rates of the cross-border parcel delivery provided by the universal postal service provider *AB Lietuvos paštas*.

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In that relation RRT also carried out an inspection of the cost accounting system used by *AB Lietuvos paštas* in 2018.



In 2019, RRT refused to examine and rejected the application of *AB Lietuvos paštas* to compensate the loss incurred due to the obligation to provide universal postal services.



In 2019, RRT assessed the reasonableness of the request from *AB Lietuvos paštas* to compensate the losses from the service of delivery of periodical publications to subscribers in rural areas.

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Following the requirements of Regulation (EU) 2018/644 on cross-border parcel delivery services<sup>14</sup> (hereinafter – the Regulation) RRT assessed the tariffs of sending parcels to EU/EEE countries when providing universal postal services. While applying the filter created by the European Commission RRT analysed the rates for standard parcels of 1 kg, 2 kg and 5 kg of the universal postal service sent to EU/EEE countries (Belgium, Germany, Finland, France, Iceland, Malta Norway, Portugal, Sweden and the United Kingdom). RRT assessed a number of selected tariffs referring to the elements set forth in Article 6 of the Regulation and analysed the costs constituting the tariffs.

**Result.** Having analysed the costs constituting tariffs for the parcels sent as part of the universal postal service parcels by *AB Lietuvos paštas*, concluded that the tariffs are not balanced, i.e. some tariffs are lower than the costs, and some are higher than the costs. A specifically notable discrepancy was established between the tariffs of universal postal service parcels of 1 kg and 2 kg sent by the Company to Germany and the costs constituting the tariffs. RRT held a meeting with the representatives of *AB Lietuvos paštas* at which the parties agreed that following the RRT-initiated audit of the cost accounting at *AB Lietuvos paštas* for 2018, and seeking a maximum balance between the tariffs and the costs constituting them *AB Lietuvos paštas* will initiate a review of international tariffs. RRT submitted the results of the assessment to the European Commission.

As commissioned by RRT an accounting and control company *UAB Auditas* carried out an audit of the cost accounting system of the universal postal service provider *AB Lietuvos paštas*.

**Result.** The audit concluded that the cost accounting system used by *AB Lietuvos paštas*, as well as the annual report on the universal postal service for 2018, and its analytical schedules in essence comply with the requirements of the relevant legal acts. The audit report contained a qualified audit opinion regarding the

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<sup>14</sup>Regulation (EU) 2018/644 of the European Parliament and of the Council of 18 April 2018 on cross-border parcel delivery services (OJ 2018 L 112, p. 19).

reasonableness of the working time rates used by *AB Lietuvos paštas* and included in the cost allocation, and the failure to comply with the requirements of the cost accounting system rules, as well as publicity and performance requirements of the corporate description of the cost accounting system. The findings of the audits are published on the RRT website.

In 2019, *AB Lietuvos paštas* submitted to RRT a request to compensate the loss of EUR 2.84 million incurred due to the obligation to provide universal postal service.

**Result.** Having examined the request of *AB Lietuvos paštas* and the information submitted in its schedules RRT concluded that *AB Lietuvos paštas* had not submitted certain documents, data or calculations required according to the *Rules on Compensation of Loss-Making Universal Postal Services*. *AB Lietuvos paštas* failed to provide the requested missing information within the set term, therefore RRT refused to examine the request and returned the same to *AB Lietuvos paštas*.

In 2019, RRT received the requests of *AB Lietuvos paštas* to compensate the loss incurred during 2018 and H1 2019 from the service of delivery of periodical publications to subscribers in rural areas. According to the estimations of the company itself, during 2018 it suffered a loss of EUR 6.53 million, and EUR 3.56 million during H 1 2019.

**Result.** RRT examined the information submitted in connection with the request of *AB Lietuvos paštas* and other data available and established certain irregularities related to the estimation of investment return allocated to the costs. RRT concluded that for the year 2018 the amount of the Company's loss to be compensated should not be larger than EUR 6.29 million, i.e. by EUR 0.24 less than requested by *AB Lietuvos paštas*. Having analysed the information provided by *AB Lietuvos paštas* and the data available at RRT, RRT concluded that the Company's request to compensate the loss suffered in H1 2019 was reasonable. RRT submitted the findings of the analysis to the Ministry of Transport and Communications of the Republic of Lithuania.

#### 4.10 4. Quality of the public mobile telephone communications services



In 2019, RRT performed test measurement of quality indicators of mobile telephone communications services. Within that initiative RRT performed 7,102 test voice telephony calls (hereinafter – VT), sent 7,265 short text messages (hereinafter – SMS) to *UAB Bitė Lietuva*, *AB Telia Lietuva*, and *UAB Tele2* in the public mobile telephone communications network.

Below (see Fig. 17, 18 and 19) are provided the comparisons of the values of quality indicators (VT call setup time, VT voice transmission quality, and SMS delivery time) among three operators<sup>15</sup>

<sup>15</sup>The quality indicators of public mobile telecommunication services were assessed in accordance with the technical specifications ETSI TS 102 250-2 V2.2.1 (2011-04) of the European Telecommunications Standards Institute (ETSI) and the Methodology for Measuring the Quality Indicators of Public Mobile Telecommunication Services, approved by Order No 1V-260 of the Director of RRT of 3 March 2009.

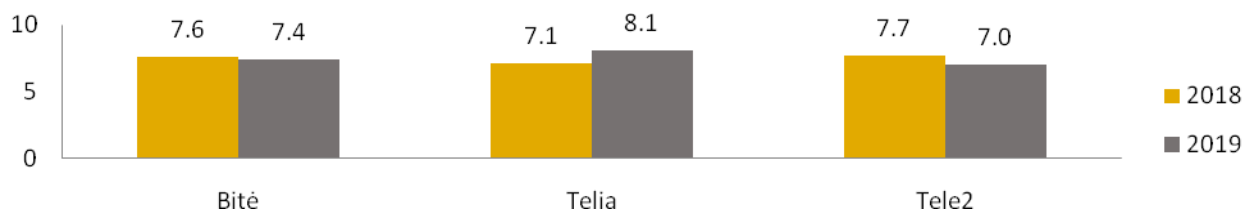


Fig. 17. Average values of VT call setup time (s)

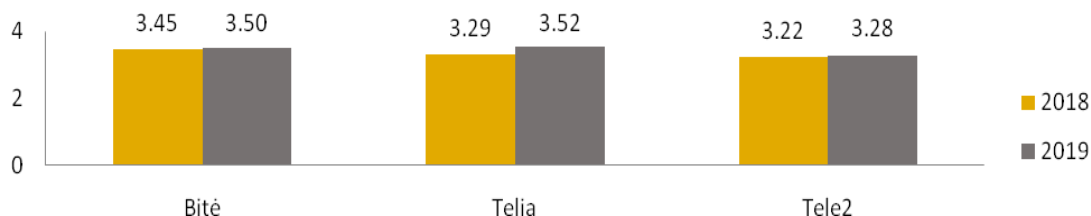


Fig. 18. Average VT voice transmission quality values (broadband assessment P.863-SWB 'POLQA' sampling)

Note. The higher the MOS-LQO score, the better the voice transmission quality.

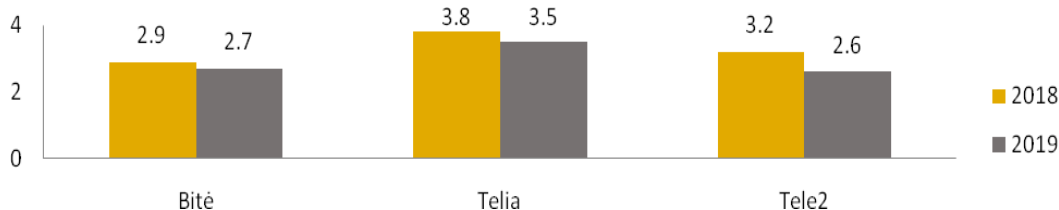
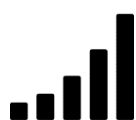


Fig. 19. Average values of SMS delivery time (s)

#### 4.10 5. The quality of wireless Internet access services



75,918 – total data transmission tests performed on operators' networks.

In 2019, total 75,918 data transmission tests<sup>16</sup> were performed in the networks of the operators AB Lietuvos radijo ir televizijos centras, UAB Bitė Lietuva, AB Telia Lietuva, and UAB Tele2.

The updated measurement indicators are uploaded on the RRT wireless internet access monitoring system <http://matavimai.rrt.lt/>. The information is useful for those willing to assess the mobile internet access service quality when choosing the services satisfying their needs. The data on the values of the Internet access quality indicators – the average data receipt speed rate calculated according to the data collected via the monitoring system – are provided below (Fig. 20 and Fig. 21).

<sup>16</sup>The measurement equipment was installed in an official vehicle of RRT and the measurements were carried out in most of Lithuanian cities, on main roads and railway passenger routes.

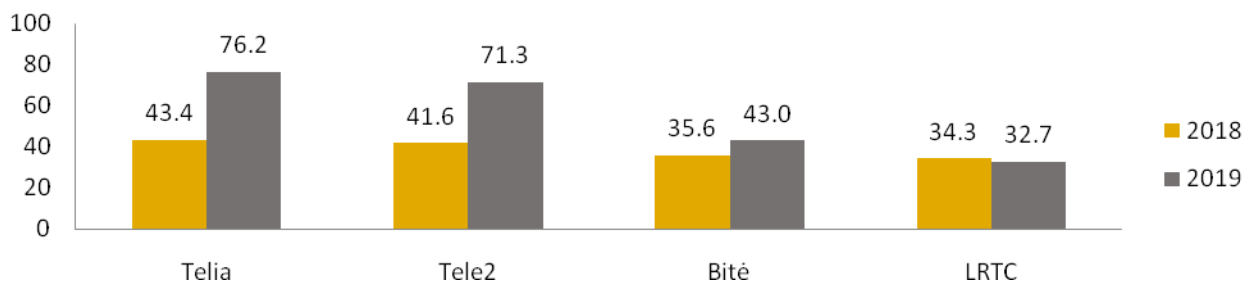


Fig. 20. The average data receipt speed rate in cities and on roads (wireless internet access networks), 2018-2019, Mb/s

Note. The values for 2018 were computed according to the measurements at LTE networks only, and in 2019 the measurements were carried out using an automatic network selection mode

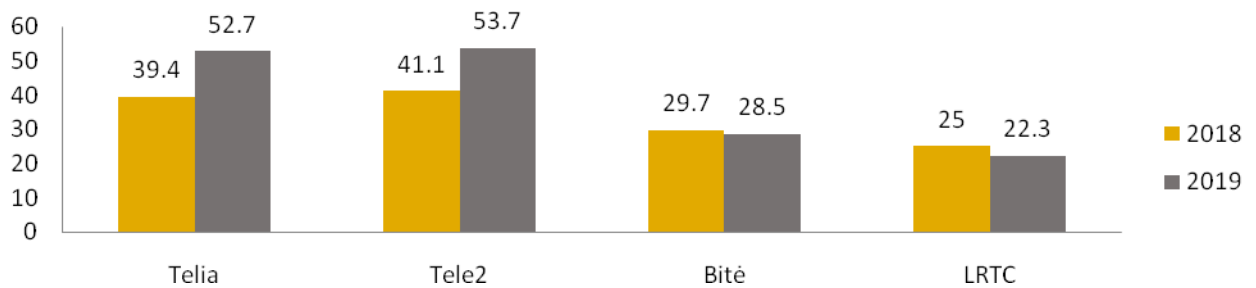


Fig. 21. The average data receipt speed rate on rail passenger routes (wireless internet access networks), 2018-2019, Mb/s

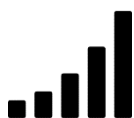
#### 4.10.6. Protection of consumer rights and legitimate interests in the equipment sector

Within the limits of its competence RRT is carrying out the supervision of the equipment market according to the scope of two EU directives, i.e. 2014/30/EU and 2014/53/EU. For that purpose RRT supervises the compliance with the *essential requirements*, i.e. electromagnetic compatibility requirements for electric and electronic apparatus as well as radio equipment, in addition to the requirements of effective use of radio spectrum for radio equipment in order to avoid harmful interferences, and the *formal requirements*, that are identical throughout the European Union.

With a view to protecting consumers and the telecommunications networks from non-compliant equipment generating harmful disturbances, RRT periodically checks all the equipment available in the market and assesses its compliance by testing them according to harmonised standards. In order to achieve a maximum accuracy of the measurements the tests can be carried out in the environment free from external electromagnetic fields. Such tests are carried out in anechoic chambers with installed screens and specifically constructed to prevent penetration of any external radio frequency fields. The attenuation of radio-frequency signals from anechoic chambers is more than 100 dB (i.e., more than 100,000 times by amplitude), so external electromagnetic fields are effectively suppressed and do not enter the chamber, and the fields inside the chamber are not radiated out.

RRT intends to install a 10 m long semi-anechoic chamber by 2022 (**SAC**), also to expand the electromagnetic compatibility laboratory and establish a radio equipment safety laboratory. The electromagnetic compatibility control that RRT is in change according to the Law on Electronic Communications will be carried much

#### 4.10.6.1. Supervision of the market of radio equipment and electric and electronic devices



**6,284** – total types of analysed radio equipment imported from third countries

RRT carries out the supervision of compliance of radio equipment existing in the Republic of Lithuania with the mandatory requirements laid down in the Technical Regulation on Radio Equipment (hereinafter – the Radio Equipment Regulation, RED).

RRT monitors the compliance of electric and electronic devices existing on the market of the Republic of Lithuania with the mandatory requirements laid down in the Technical Regulation on Electromagnetic Compatibility (hereinafter – the EMC Regulation).

During 2019, RRT analysed the data about 6,284 types of radio equipment imported from third countries (Fig. 22). As compared to the data from 2018 (when 8,163 types were analysed) the number of imported radio equipment types decreased, mostly because that both private individuals and small businesses are looking for higher quality electronic goods and are increasingly often buying them from economic operators in EU countries. More and more equipment are assigned to the Internet of Things, IoT technology; including not only mobile telephones, but also various smart household appliances (smart sockets, toothbrushes, vacuum cleaners, TV-sets, etc.).

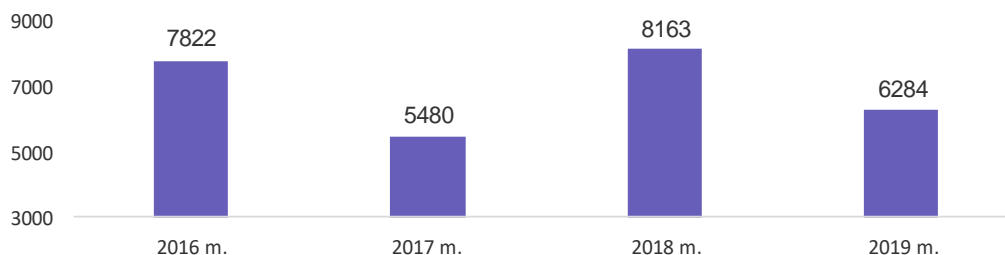


Fig. 22. Number of checked types of radio equipment imported from third countries, 2016-2019, units

In 2019, RRT checked the compliance of 75 radio equipment types (Fig. 23) with the administrative requirements of the RED regulation. Radio equipments of 23 types were compliant with the administrative requirements of the RED requirements: Radio equipment of 9 types did not have instructions in the Lithuanian language attached, and 14 types did not have EU declarations of conformity. At the request of RRT, all irregularities were eliminated. RRT identified in the market household scales with Bluetooth wireless technology (IoT device) that have not been CE marked. Since the economic operator removed the irregularity within the term specified by RTT the equipment was not withdrawn from the market, and the operator could continue to sell the device.

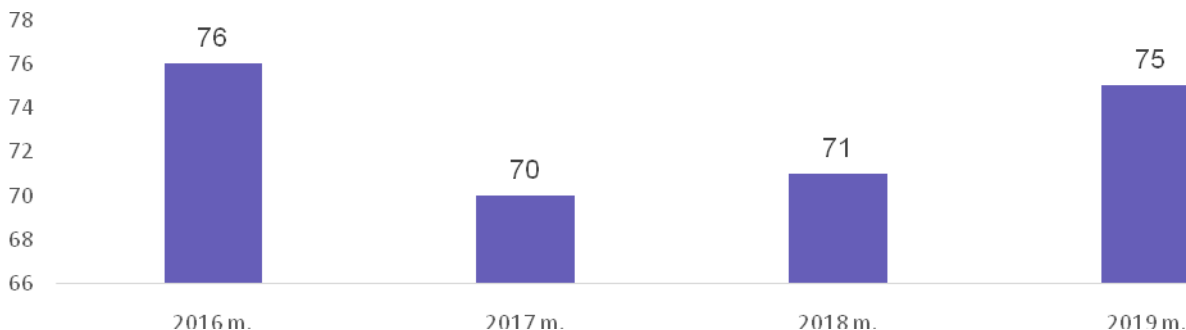


Fig. 23. Number of checked types of radio equipment in 2016-2019, units

**The compliance of radio equipment with the administrative requirements of the EMC Regulation.** In 2018, 35 types of electric and electronic devices were inspected for the compliance with the administrative requirements (marking, submission of EU declaration of conformity) of the EMC Regulation. Total equipment of eight types did not meet the requirements, as the devices did not have attached the EU declarations of conformity. The supply of these devices to the market was suspended until the deficiencies were eliminated.

With a view to preventing possible infringements economic operators are regularly consulted on the issues of application of the RED and the EMC regulations. Notices of all the radio equipment and electric and electronic apparatus were filed to the supervisory authorities of the EU Member States and the European Commission by means of the Information and Communication System on Market Surveillance (ICSMS).

#### 4.10.6.2. The activities of RRT in ensuring free movement and provision of equipment to the market



780— tests for the efficient use of radio spectrum and electromagnetic compatibility.

55 – identified cases of non-compliance with the essential requirements of efficient use of radio spectrum and electromagnetic compatibility (of which radio equipment of 21 types, and electric and electronic apparatus of 34 types).

Accredited Device and Equipment Electromagnetic Compatibility Control Department The RRT conducted the assessment of electric and electronic equipment and radio equipment placed on the EU market for the first time and of those taken from the market<sup>17</sup>.

**The compliance of radio equipment with the essential requirements.** With a view to assessing whether the new radio equipment placed on the EU market and radio equipment existing in the EU market complies with the fundamental requirements for the effective use of radio spectrum and electromagnetic compatibility, in 2019, RRT carried out 210 tests under the harmonised EN standards. Thus total 66 radio equipments of 56 types were tested. It was determined that 21 types of radio equipment taken from the market and placed on the market did not meet the essential requirements of Directive 2014/53/EU<sup>18</sup> or the RED regulation. The key non-compliance parameter was excessive secondary radiation. The supply of the equipment to the market<sup>19</sup> was suspended until the shortcomings are eliminated. The radio equipment that did not meet the essential requirements included TV

<sup>17</sup> Equipment shall comply with the fundamental requirements laid down in Directive 2014/30/EU on the harmonisation of the laws of the Member States relating to electromagnetic compatibility (recast) (OJ 2014 L 96, p. 79) and radio equipment must comply with Directive 2014/53/EU on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC (OJ 2014 L 153, p.62).

<sup>18</sup> Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC.

<sup>19</sup> 'Making available on the market' means any supply of apparatus for distribution, consumption or use on the Union market in the course of a commercial activity, whether in return for payment or free of charge.

sets, radio-controlled security systems, PMR446 radio stations, short range devices (radio controlled toys), wireless broadband data transmission system (WLAN).

**The compliance of devices and equipment with the electromagnetic compatibility requirements (EMC).** In 2019, RRT conducted the assessment of conformity of new electric and electronic devices placed on the EU market and of those existing on the market (i.e. electrical appliances, lighting equipment, electric and electronic equipment used in industry, science and medicine as well as lifts, escalators and moving walks) and vehicles to the essential electromagnetic compatibility requirements. Having concluded that the apparatus taken from or placed on the market of 23 types (lighting equipment, household electric appliances, research and medicine apparatus information technology devices etc.) did not comply with the essential requirements of the EMC technical regulation or the essential requirements of Directive 2014/30/EU, trade in these devices was suspended and new radio equipment was not placed on the domestic market until a sufficient level of electromagnetic compatibility was reached. This way national residents were protected against devices of poor quality emitting harmful electromagnetic interferences.

Based on the contracts with manufacturers and certification bodies RRT checked 13 vehicles for conformity with the requirements of UN ECE R.10<sup>20</sup>, and 30 new electronic medical devices for their compliance with the electromagnetic compatibility requirements under the EU medical devices Directive 93/42/EEB<sup>21</sup>. The test exercise concluded that the vehicle of one type, and the electronic medical devices of 10 types were not in conformity with the essential electromagnetic compatibility requirements. For that reason those new devices were prevented from entering the market until the devices were brought in conformity with the relevant essential requirements.

As part of its obligation to assess the conformity of electric and electronic devices and vehicles placed on the EU market to the harmonised standards, in the course of the reporting period 19 RRT carried out 570 electromagnetic compatibility tests (of which 253 electromagnetic disturbance radiation and 317 disturbance resistance tests). RRT drew up total 175 test reports. 55 reports (31 per cent) stated non-compliance of electrical and electronic devices and radio equipment with the essential requirements for electromagnetic compatibility and effective use of radio spectrum. Such non-compliant products were not allowed to enter the EU market.

In 2019, RRT took part in the 11th EU market surveillance campaign MSC-EMC-11 under Electromagnetic Compatibility Directive 2014/30/EU<sup>22</sup>. As part of this campaign at its accredited laboratories RRT carried out an assessment of the compliance of power converters of photovoltaic power generation systems with the essential requirements. In 2018, RRT took part in the 12th EU market surveillance campaign MSC-EMC-12 under Electromagnetic Compatibility Directive 2014/30/EU; as part of the campaign LED lighting equipment was tested for its compliance with the essential requirements in addition to several related tests. As a result, lighting equipments of five types were qualified as non-conforming with the essential requirements.

In 2019, RRT took part in the 10th EU market surveillance campaign MSC-RED-10 under Radio Equipment Directive 2014/53/EU<sup>23</sup>. As part of this campaign at its accredited laboratories RRT carried out an assessment and testing of the compliance of internet of things (IoT) equipment with the essential requirements.

It must be noted that the 47th meeting of the Administrative Cooperation Group in the scope of the Electromagnetic Compatibility Directive (EMC ADCO) agreed that the specialists of RRT will draw up the joint MSC-EMS-11 and MSC-EMS-12 reports of the campaigns of the EU Member States. Specialists of RRT shall also draw up the procedure of the MSC-EMS-13 campaign of the EU Member States to be carried out in the

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<sup>20</sup> Regulation No. 10 of the United Nations Economic Commission for Europe (UNECE) Uniform provisions concerning the approval of vehicles with regard to electromagnetic compatibility (OJ 2012L 254 p.1)

<sup>21</sup> COUNCIL DIRECTIVE 93/42/EEC of 14 June 1993 concerning medical devices (OJ 1993, L 169,p.1)

<sup>22</sup> Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to electromagnetic compatibility (recast).

<sup>23</sup> Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC.



territory of EEA (EU and EFTA member states) and dedicated to testing the conformity of microwave ovens with the formal and essential requirements.

#### 4.10 7. Supervision of trust services

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Trust services mean the services of creation, verification and validation of electronic signatures, electronic seals, website authentication certificates and time stamps, long-term electronic signature and electronic seal protection and electronic registered delivery services as defined in Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (OJ 2014 L 257, p. 73). As of 2016 RRT was appointed the body responsible for monitoring trust services and the authority in charge of establishing, maintaining and publishing national trusted lists.

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3 – Total providers that were providing qualified trust services in Lithuania in 2019: Identity Documents Personalisation Centre under the Ministry of the Interior of the Republic of Lithuania (IDPC), State Enterprise Centre of Registers (CR), and UAB BalTstamp.

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In 2019, RRT assessed the conformity of the qualified trust services provided by the three qualified trust service providers, i.e. IDPC, CR (the certification filed in 2020), and UAB BalTstamp, with the requirements of Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification (hereinafter – eIDAS regulation), and following the changes introduced according to the comments submitted by RRT, and confirmed that all the suppliers were compliant with the requirements of the eIDAS regulation. As part of the supervision of the qualified trust service providers RRT was addressing the issues related to the safety of the devices for generating electronic signatures distributed by the service providers, and the cryptographic algorithms.

A summary of the data for 2019 received from IDPC and CR on valid qualified certificates for electronic signature compiled by trust service providers (hereinafter – qualified certificates), showed that compared to 2018, the total number of valid qualified certificates issued and created by the Lithuanian trust service providers decreased by approximately 1.5 per cent (at the end of 2018 there were 688,427, at the end of 2019 – 678,017 valid certificates created by IDPC and CR). The number of qualified certificates issued by IDPC increased by 1.9 per cent, (609,614 at the end of 2018 and 621,018 a year later), and the certificates issued by the CR decreased by 27.7 per cent (respectively, 78,813 and 56,999).

The total number of qualified certificates issued to Lithuanian residents in 2019 increased by 67.9 per cent: 926,164 qualified certificates at the end of 2018, and 1,555,048 at the end of 2019, of which more than half (56.4 per cent) were issued by an Estonian company *SK ID Solutions*. Together with the SIM cards and Smart-ID app the number of qualified certificates issued by that company increased by nearly 3.7 times (237,727 at the end of 2018, and 877,031 at the end of 2019).

During 2019, just like in previous years, the number of qualified certificates issued together with SIM cards and Smart-ID app was increasing. In the course of 2019, the number of certificates issued to Lithuanian residents increased by nearly 3.3 times (270,312 at the end of 2018, and 881,267 at the end of 2019). CR issued 4,236 certificates together with SIM cards (32,575 at the end of 2018), and the Estonian SK ID Solutions issued 258,701 certificates with SIM cards (163,638 at the end of 2018), and 618,330 qualified certificates with Smart-ID app (74,582 at the end of 2018). Thus increasingly more Lithuanian residents opt for electronic signature tool that can

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be made available in their mobile or smart devices.

The services of creation of qualified electronic time stamps were provided by two qualified trust service providers: CR and *UAB BaITstamp*. In 2019, the total of 59,611,852 qualified electronic time stamps were created (2008 – 35,098,008): CR created 22,503,572 (2018 – 98,008) qualified electronic time stamps, and *UAB BaITstamp* created 37,108,280 qualified electronic time stamps (2018 – 35,000,000).

In 2019, CR created one qualified electronic stamp certificate.

With a view to assisting the market participants in implementing the provisions of Article 19(2) of the eIDAS regulation, RRT drew up the Description of the Procedure for the Notification on the Breach of Safety and/or Integrity of Trust Services<sup>24</sup>. RRT draw up the proposals regarding possible improvements of the eIDAS regulation; the proposals will be submitted to the Forum of European Supervisory Authorities for Trust Service Providers (FESA), and the European Commission.

RRT continued managing the internet website *www.elektroninisparasas.lt*. The following tools are available on the website: <https://tikrinti.elektroninisparasas.lt> and <https://mokykis.elektroninisparasas.lt>. The electronic signature online training information system platform was upgraded in 2019, and the training system content updating is scheduled for 2020.

In the course of 2019, RRT provided consultations to natural persons and legal entities on 108 occasions; twice RRT was providing methodological assistance to trust service providers regarding the creation of electronic time stamps, signing by electronic signature and other issues. Specialists of RRT were replying to the complaints of residents regarding electronic signature, and in cooperation with the INFOBALT association was holding a workshop for Lithuanian business representatives about trust services, and the implementation of eIDAS regulation.

## PROMOTION OF INVESTMENT AND ADVANCED ICT TECHNOLOGIES



The Radio Spectrum Policy Group drafted an opinion regarding the installation of the new generation wireless radiocommunications systems (5G) in the EU Member States within 3400–3800 MHz, 24,25–27.50 GHz ir 694–790 MHz radio frequency bands.



RRT opened a public inquiry regarding the development of 5G within 24.25-27.50 GHz frequency band



RRT prepared a draft plan of radio communication development in 3 400-3 800 MHz radio frequencies

Global trends in radio communications show that the development of advanced ICTs is inseparable from the deployment and development of 5G mobile radio technology. In the course of the next decade 5G will be one of the most important elements of digital society and economy. This communication technology will be available not only to individual users, it will allow objects to be networked, thus further expanding the Internet of Things, accelerating the robotisation of processes and a wider application of artificial intelligence. Below is presented the information on the areas of RRT's activities in the field, and in particular the radio frequency allocation problem (in relation to the neighbouring countries).

According to the opinion of the EC Radio Spectrum Policy Group regarding the spectrum-related aspects of

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<sup>24</sup>Order No. 1V-594 of 4 June 2019 of the Director of the Communications Regulatory Authority 'On the Approval of the Procedure for the Notification on the Breach of Safety and/or Integrity of Trust Services'.

the new generation wireless radio communications systems (5G) (RSPG16-032 FINAL), 5G networks in the EU Member States are primarily deployed at 3 400-3 800 MHz, 24.25-27.50 GHz and 694 -790 MHz (hereinafter referred to as 700 MHz) radio frequency bands, therefore the development of advanced ICTs is primarily related to the readiness to allocate these radio frequency bands to users.

RRT prepared a draft plan of radio communication development in 3 400-3 800 MHz radio frequencies, and submitted the same to the public consultation. During the public consultation RRT received a number of suggestions and comments, including the request of the Ministry of National Defense to postpone the approval of the project until the minimum general cyber security requirements have been established. It was therefore decided to extend the further development of this project, once the issues of cyber security and cross-border radio frequency coordination have been resolved.

At the end of 2020, RRT announced a public consultation on the development of 5G in the 24.25–27.50 GHz radio frequency band and, taking into account the received proposals and comments, in the course of 2020 the Authority plans to approve the Radio Communications Development Plan in the 24.25-27.50 GHz radio frequency band.

The Radio Communications Development Plan in the 470-790 MHz radio frequency band, including the 700 MHz radio frequency band is approved by Order No 1V-731 of the Director of RRT of 10 August 2018 'On the Approval of the Plan for the Radio Communications Development in the 470-790 MHz Radio Frequency Band', and in the course of 2019 the key task related to that specific frequency band was to reach an agreement, in the course of 2019, regarding the freeing up the 700 MHz frequency band from the television broadcasting service with the administrations regulating radio communications in the neighbouring countries.

Just like other Baltic States at the frontier of the EU Lithuania must address the issues of compatibility of different radio communication control systems operating in the EU and the Republic of Belarus and the Russian Federation, therefore RRT specialists constantly cooperate with representatives of foreign radio administrations regarding the coordinated use of various radio frequency bands, including those required for the 5G development. One of the tasks as part of the preparation for the development of 5G network is to establish the terms of the use of 700 MHz, 3400–3800 MHz and 24,25–27,50 GHz radio frequencies in border areas, and free up the 700 MHz radio frequency band from the terrestrial television broadcasting services, i.e. rescheduling the radio frequencies used for the terrestrial television broadcasting in Lithuania and the neighbouring states. Lithuania is fully prepared for the rescheduling of the 700 MHz radio frequency band, the operations are nevertheless meaningful when carried out in coordination with the neighbouring states, as otherwise because of the radio interferences from those states, this radio frequency band could not be used efficiently.

In June 2019, negotiations on radio frequency coordination issues were held in Minsk between RRT and the technical experts of the Telecommunications State Supervision Department of the Telecommunications and Informatisation Ministry of the Republic of Belarus. The participants of the meeting discussed prospects for the further use of various radio frequency bands, and signed the agreements on the technical conditions for the use of the 700 MHz and 3 400–3 800 MHz radio frequency bands in the Lithuanian-Belarus border area.

In October 2019, RTT attended the negotiations in Moscow on radio frequency coordination issues with telecommunications administration experts of the Russian Federation. It was agreed that the density of the base stations operating in the 800 MHz radio frequency band will be increased fivefold in those areas of Lithuania in which only one base station could be erected in one hundred square kilometres. Following the recommendations of CEPT significant improvements were introduced in the LTE technology use terms in the 2,100 MHz and 2,600 MHz radio frequency bands: according to the new arrangements higher levels of electromagnetic field generated by the systems of the technologies will be allowed in the border area of the Republic of Lithuania and the Russian Federation.

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## 5.1. Development of mobile radiocommunications

GSM, UMTS and LTE are the key technologies which are used to provide voice and data transmission services via the mobile radio communications networks to the Lithuanian residents. The number of LTE (4G) network base stations has been growing most rapidly for several years in a row.

During the reporting period operators of the public mobile radio communications systems GSM, UMTS and LTE and the WiMAX (mobile) network operators registered 1,711 base stations, 223 base stations were deregistered; total 221 permits to use radio frequencies (channels) for land-based mobile and fixed (up to 960 MHz) services for internal radio frequency networks (Table 11).

Table 11. Dynamics of registered base stations of the public mobile radio communications networks

N o.	Issue of the permits	Units
1	Issued permits to use radio frequencies (channels) in the internal radio communications networks of land-based mobile and fixed (up to 960 MHz) services	221
2	Base stations registered on the basis of the effective permits of public mobile communications networks	1,711
3	Deregistered base stations	223

Fig. 24. Base stations in public mobile radio communications networks, 2019, units, per cent

Total 18,314 base stations were in operation at the end of 2019 (Fig. 24). As compared to 2018, the number of GSM base stations decreased, and the number of UMTS base stations increased by 3.94 per cent, respectively, 16.80 per cent in case of the LTE base stations. The number of the GSM base stations decreased after the operators refuse the GSM base stations in the 1,800 MHz radio frequency band, and registered them in the LTE (4G) frequency bands.

Having regard to the guidelines on the coordination in the 3,400-3,800 MHz radio frequency band of the stations sed in the border areas described in the new ECC REC 15(01) recommendation RRT was consulting with neighbouring countries and the operators using the band regarding the modification of the coordination agreements. After assessing the situation regarding the 3,400-3,800 MHz radio frequency band in Lithuania, a new agreement was signed with the Communications Regulator of the Republic of Belarus which will facilitate the use of 5G broadband networks in the border areas.

During 2019, RRT continued improving the methodology for the mobile radio communications network speed rates. Having performed the measurements of the LTE stations operating in the 3,400-3,800 radio frequency band, RRT assessed the adequacy of different theoretical models for the calculation of radio communications propagations in that radio frequency band. For that purpose RRT compared the different wave propagation model proposed by the International Telecommunications Unit: ITU-R P.452, ITU-R P.1546, ITU-R P.1812 and ITU-R P.2001. The ITU-R P.2001 propagation model with a 5 per cent or 10 per cent time probability and with built-up terrain was found to be best fit for the measurement results. The most prominent shortcoming of the model is a long calculation time.

During 2019, RRT continued the calculations of the probable coverage zones of UMTS (3G) and LTE (4G) by *UAB Bitė Lietuva*, *AB Telia Lietuva* and *UAB Tele2*, and accordingly updated the probable coverage zone maps published on <http://epaslaugos.rtt.lt/apreptis>. Such maps are instrumental to users enabling them to selecting mobile communications services on the basis of the network-generated electromagnetic signal level consistent with the user's needs.

## 5.2. Digital television and radio

During 2019, the number of operating digital terrestrial television stations did not change: the 87 digital terrestrial television stations remained operational, 14 stations were used to transmit TV programmes of local and regional broadcasters, and the remaining 73 stations were used to transmit the programmes of two networks of national coverage (the first network of *AB Lietuvos radijo ir televizijos centras* and the network of the Lithuanian National Radio and Television).

Two broadcasters of local and regional television programmes (*PE Regioninė televizija Aidas* and the *PE Alytus* regional television) requested to increase the accessibility of the television programmes they transmit. In January 2019, RRT authorised the *PE Regioninė televizija Aidas* to use 46 television channels in Kėdainiai, Panevėžys and Ukmergė, and authorised *PE Alytus regioninė televizija* to use 41 television channels in Utena. *PE Regioninė televizija Aidas* intends to start broadcasting a number of television programmes (FMT TV and Pūkas-TV) in Ukmergė as of the beginning of 2020. In Panevėžys those television programmes should start as of 30 January 2021, and in Kėdainiai the programmes will be available starting from 1 July 2021. *PE Alytaus regioninė televizija* has not yet started the construction of the new digital terrestrial television station in Utena.

Taking into account the need to create good conditions for the Lithuanian community in Suvalkai to receive programs prepared by the Lithuanian National Radio and Television and having analysed the possibilities of using existing radio frequency (channel) resources to transmit additional television programs, RRT determined that the most efficient solution would be to use TV channel 23. On 11 December 2019, RRT authorised using the channel to *PE Lietuvos nacionalinis radijas ir televizija*. As an outcome of the project, part of the North-Eastern region of Poland will be covered by the transmission of a digital terrestrial television signal from the Lazdijai antenna, and the rest by the use of a repeater installed in the Suvalkai antenna during the previous stages of the project. The use of TV channel 23 for this purpose will ensure a higher coverage of broadcasts in the Suvalkai region than at present, as it will be possible to use a lower level of modulation and a lower coding ratio.

Seeking to provide clarity to the participant of the market for the digital terrestrial television broadcasting transmission services regarding the continuity of the provision of their service, and the feasibility of the development of the digital terrestrial television following the implementation of the Decision (EU) 2017/899 of the European Parliament and of the Council on the use of the 470-790 MHz frequency band in the Union, on 16 September 2019, RRT approved a new version of the Digital Terrestrial Television Development Plan (hereinafter – Development Plan). The Development Plan prescribes for the procedure for the restructuring (reallocation and replacement) of the radio frequencies (channels) in the existing digital terrestrial television networks, and the order of freeing up a 700 MHz radio frequency band at television stations designed for transmitting the programmes of local and regional broadcasters, and prescribes the terms for the restructuring process. According to the Development Plan, once all the procedures for cross-border coordination regarding the digital terrestrial television radio frequencies (channels) are completed, Lithuania will have the possibility to develop six digital terrestrial television networks in the 470-694 MHz radio frequency band (UHF band); four of the networks will be used for transmitting digital terrestrial television signals by DVB-T (and DVB-T2) standards, and the remaining two will transmit digital terrestrial television signals by DVB-T2 standard. Pending the completion of the cross-border coordination procedures, or in an event there is no market demand for DVB-T2 digital terrestrial television services, Lithuania will be developing five DVB-T standard digital terrestrial television networks.

Further to other issues the negotiations held in Moscow between the Lithuanian and the Russian Federation administrations was the cross-border coordination of the digital terrestrial television radio frequencies. In the course of preparation for the negotiations the parties compromised regarding the sharing of channel 43 that had since 2017 interfered with the smooth cross-border coordination process, therefore at the negotiations the parties managed to agree regarding most of the radio frequencies from the 470-694 MHz radio frequency band required for the restructuring of the digital terrestrial television network. The Russian party to the negotiations promised to submit conclusions on the coordination of the remaining radio frequencies within a few months, but no message regarding the matter has been received from Russia by the end of 2019.

As of the end of 2019, there were 12 national coverage terrestrial radio networks consisting of 223 ultra-short wave radio stations, another 91 stations were used to broadcast local and regional radio programmes. In 2019, three radio broadcasting stations started operating on new radio frequencies in different locations of Lithuania. The terms for the use of four radio frequencies were modified significantly improving the radio programme reception in respective locations.

### 5.3.Fixed radiocommunications

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**2 789**– total coordinated fixed service radio stations in the neighbouring countries.

**1086** – total fixed service radio stations for which the terms for the use of radio frequency (channel) were prescribed

**543** – issued permits to use radio frequencies (channels) for fixed service stations.



**196** – foreign fixed service radio stations whose coordination was refused, as they would have interfered the performance of our local radio stations.

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Fixed communication means transmission of data by electromagnetic waves between two geographically fixed points. Lines designated to establish a radio communication between fixed accurately set stations are called radio relay links (hereinafter – RRL). In 2019, total 543 new RRL permits were issued and radio frequency (channel) use conditions were set for 1,086 fixed service radio stations. Currently there are some 9,000 radio relay lines operating in Lithuania. Pending the deployment of 5G connection, Lithuanian operators have recently been using high-bandwidth channels - 28 MHz or 56 MHz and even 112 MHz, where the transmission capacity already reaches 1 Gb/s.

Lithuanian operators are increasingly interested in radio communication transmission systems with the frequency used in excess of 40 GHz. The RRT internet website provides a tool for electronic registration of RRL stations operating in 64–64.5 or 65–65.5 GHz and 74.625–75.875 and 84.625–85.875 GHz radio frequency bands. Radio frequency users enjoy simplified conditions for starting to use such RRL, as there is no need to receive an individual permit for that purpose, the RRL need just to be registered. The number of RRL users is likely to increase due to such an attractive regulatory system and very low operational costs in the future. Currently there are 67 permits issued to RRL operating at radio frequencies higher than 40 GHz.

During 2019, RRT received from neighbouring countries total 2,985 inquiries concerning coordination of fixed service radio stations. Total 2,789 fixed service radio stations were coordinated in the neighbouring countries. Seeking to protect Lithuanian radio frequency users from potential harmful interferences, in 2019 RRT refused to coordinate 196 fixed service radio stations that could have interfered with the smooth performance of

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local radio stations.

## 5.4. Satellite radiocommunications



During 2019, RRT continued cooperating with the Lithuanian satellite communications operator UAB Nanoavionika concerning coordination of satellite systems.

RRT acts as a coordinator of satellite networks of other countries.

During 2019, RRT continued cooperating with the Lithuanian satellite communications operator UAB *Nanoavionika* concerning international coordination of satellite systems, and allocating orbital resources. The terms for the use of M6P satellite system were amended by introducing additional satellite orbits and increasing the number of satellites. RRT submitted an application to the International Telecommunication Unit (ITU) to modify the network parameters in order to ensure compliance with the requirements of the Radio Communication Regulation. During 2019, RRT received and started examining two new applications to allocate orbital resources for satellite systems LTU-UHF1 and LTU-DLX1 operating in UHF and X bands. The applications were properly examined and submitted to ITU and posted in the International Frequency Register.

In 2019, RRT completed a project for coordination of the NALT-01 Earth station in Vilnius with other countries, and UAB *Nanovionikai* was allocated the frequency in the S band to be used for communication with M6P satellite system. RRT launched the discussions with *AB SpaceUnion* regarding the implementation of a new satellite system consisting of 130 satellites orbiting the Earth in low orbit, the submission of an application to the ITU and the performance of international coordination procedures.

RRT examined the circulars of the International Frequency Register of 18 international frequency circulars of space services, and submitted its comments regarding potential interferences of 67 new satellite networks of other countries upon the terrestrial systems in Lithuania and the planned orbital resources.

With a view to ensuring simpler and clearer use of Earth stations RRT amended the terms and conditions for unlicensed use of fixed and mobile Earth stations with geostationary and non-geostationary satellites. After several years of negotiations, Lithuania has received consent from the Belarus Communications Administration to use Earth stations on mobile platforms in the 14 GHz band without additional coordination at the Lithuanian border. RRT continues negotiating with the Communications Administration of the Russian Federation regarding the terms for protection of satellite Earth stations in the 3.4-3.8 GHz band operating and intended to be used in the Kaliningrad region. The establishment of these conditions will have a significant impact on the scale of 5G network deployment in Lithuania.

## 5.5. Radio amateurs and vessel station users



195 – total authorisation issued to engage in radio amateur activity

246– total authorisations to use aircraft stations.

490– total authorisations to use vessel stations.

In 2019, 705 radio amateurs with valid licences, of which 488 were holding A class licences and 217 B class (beginners) licences, and there were 15 radio amateur clubs. Radio amateurs used 802 radio call signs assigned to them. In 2019, RRT issued 195 licences for engagement in radio amateur activities, 49 licences for the use of radio call signs, 27 harmonised certificates of radio amateur examinations. During 2019, 16 new radio amateurs and two new radio amateur clubs passed the qualification exams and were granted the licences.

In 2019, RRT approved a new version of the Procedure for authorising to Engage in Radio Amateur

Activity, and the Terms of Engagement in such Activity. The new version of the Procedure clarifies the procedure and conditions for granting the right to use radio call signs, establishes the procedure and conditions for granting the right to use four-digit radio calls, establishes the same radio spectrum management measures as apply to other groups of radio spectrum users, and addresses regulatory shortcomings identified in practice.

In 2019, RRT issued 246 permits to use aircraft stations and 490 permits to use vessel stations. RRT initiated amendments to legal acts that enable part of the vessel station users to acquire the right to use the vessel stations in a simplified procedure (by means of station registration).

## 5.6. Radio spectrum monitoring

When performing radio spectrum monitoring RRT controls and analyses the scope of the radio frequency spectrum is covered by radiation from different radio stations, whether the radiation spectra and radio interference levels comply with the requirements of legal acts, whether the frequencies are used legally and other established conditions for the use of radio frequencies are complied with.



5,000 – total radio measurements performed.

763 – total recorded cases of unauthorised use of radio frequencies.



In 2019, a new stationary short-wave radio monitoring station started operating in Kaišiadorys region.

In 2019 RRT performed about 5,000 radio measurements. The measurement exercise established 763 infringements, of which in 58 cases regarding the unauthorised use of radio frequencies (Fig. 25) (In 49 cases there were unregistered radio relay stations of the public mobile communications service providers), and in the remaining 705 cases other breaches of the terms for the use of radio frequencies were detected.

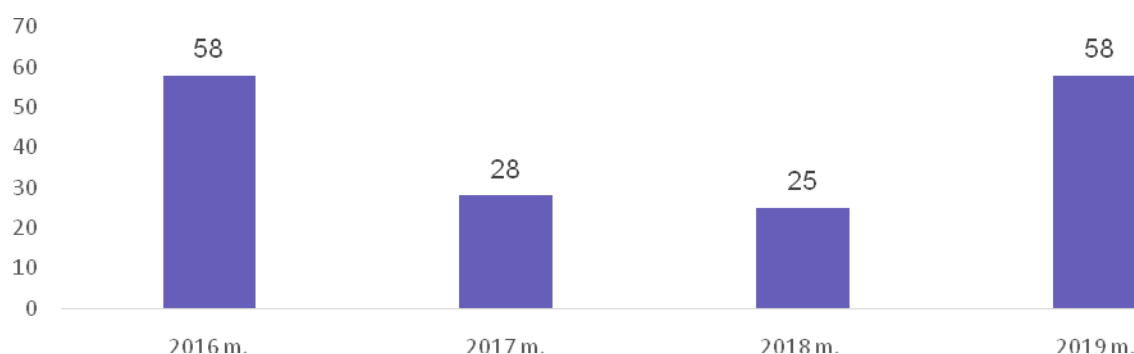


Fig. 25. The statistics of cases of unauthorised use of radio frequencies in 2016-2019, units

As part of the public mobile communications network control RRT identified 242 unregistered base station cells used by Lithuanian operators. 70 violations were established in the broadcasting networks of the Lithuanian radio and television company. Most of the established violations concerned non-compliance with the radio frequency modulation power (48) and deviation requirements (15) of radio broadcasting stations.



Seeking to ensure proper enforcement of the cross-border obligations set forth in international agreements, RRT was carrying out the measurements of the strength of electromagnetic fields generated by base mobile communications stations owned by Lithuanian and foreign (Russian Federation and Republic of Belarus) operators in frontier areas with other states. As a result, RRT identified 126 violations by Lithuanian operators and 267 those committed by operators from neighbouring countries. Regarding elimination of such violations RRT applied to the relevant Lithuanian operators, and notified the responsible authorities of the foreign states.

During 2019, a RRT stationary radio monitoring station in Klaipėda was upgraded, when it was equipped with new equipment for radio monitoring and paging in the frequency range up to 8.5 GHz. This equipment will allow faster detection of illegally operating radio wave sources and facilitated by mobile radio monitoring station determine their location in real time. In 2019, a new stationary short-wave radio monitoring station started operating in Dovainoniai village of Kaišiadorys region. Distanced from major cities, industrial facilities and high-power radio wave sources the location for the station installation will ensure a cleaner electromagnetic environment. This is especially important when assessing the radio spectrum occupancy in the frequencies from 4 to 30 MHz.

RRT together with the administrations of other countries participates in an international radio frequency monitoring project. The results of the spectrum occupancy monitoring are presented to the ITU in order to allow more efficient planning and allocation of radio frequencies in the above-mentioned range.

In 2019, RRT started its experimental tests by applying unmanned aircrafts for the measurements of parameters of antenna diagrams and hard-to-reach radio signal sources.

#### **RRT contributed to a crime investigation**

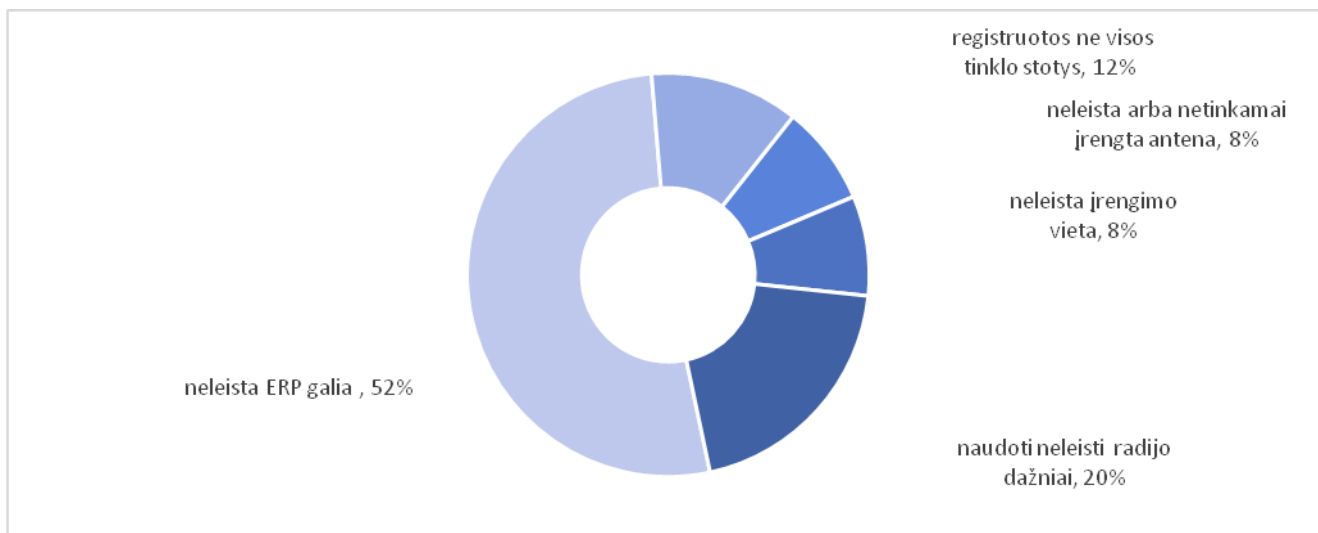
RRT received an application from an investigator of organised crime of a region of the country with a request to carry out a test in actual environment with confiscated portable radio stations. Specialists from RRT went to visit two locations of alleged crime and performed tests in the actual staging.

RRT concluded that one of the locations could have actually been used for the planning of the criminal activity. Criminal police officers were very grateful for the contribution to the investigation and new ideas in conducting and fostering inter-institutional cooperation.

## **5.7. Inspections of radiocommunication networks and stations**

During 2019, RRT carried out 167 internal radio communications network inspections and 44 radio and television programme broadcasting station inspections. No violations were detected in radio and television broadcasting stations, and 25 violations were recorded in the internal radio communication networks, the distribution of which is shown in Fig.26.

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Unauthoris ed EPR capacity, 52%	Not all the network stations registered, 12	Unauthoris ed or inadequately installed antenna, 8	Unauthoris ed installation location, 8	Unauthoris ed radio frequencies used 20
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Fig. 26. Break-down of the 25 violations established in the internal radio communication networks by nature

## 5.8. Elimination of radio interferences

### ASSISTANCE IN ADDRESSING TV INTERFERENCES

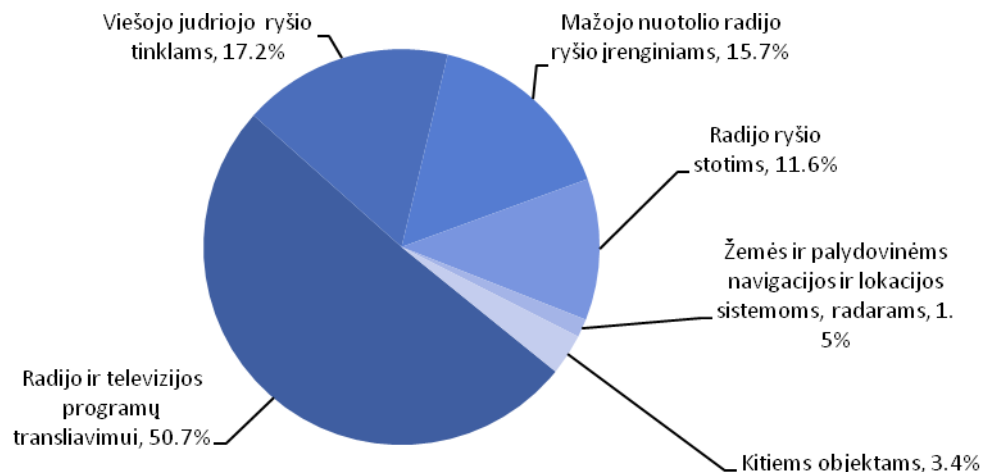
The specialists of the Control Division in Klaipėda started receiving numerous calls with complaints regarding the interferences to TV channel 60 in Ylakiai region (some TV programmes were not accessible). In view of the large number of complaints RRT employees immediately went to the said territory and determined that the users of the digital television broadcast signal could not receive the signal not because of radio interference. RRT contacted *PE Lietuvos radijo ir televizijos centras* (LRTC) which was responsible for the quality of broadcasting. The issue was expediently resolved by remote means by restarting the equipment (the TV transmitter) at LRTC. Residents of Ylakiai were grateful for expedient resolution of the issue, attention towards people and their problems.



268 – total requests to eliminate radio interferences.



277 – total investigations carried out, of which 122 according to the requests to eliminate TV interferences (DVB-T).

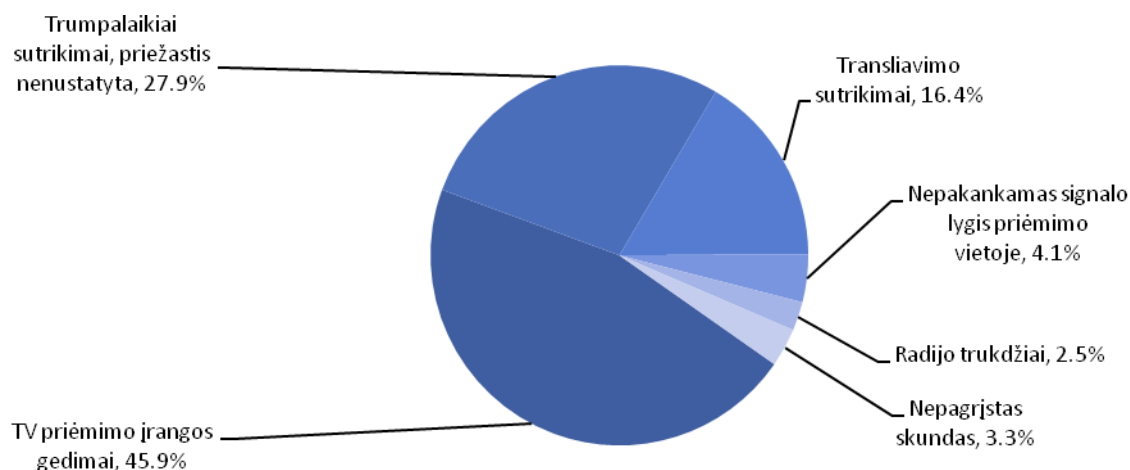


Radio and television programme broadcasting	Public mobile communications networks	Short-range radio communications equipment	Radio communications stations	Terrestrial and satellite navigation and location systems, radars	Other objects
50.7	17.2	15.7	11.6	1.5	3.4

Fig 27. Breakdown of requests regarding radio interference, 2019

During 2019, RRT received total 268 requests from natural persons and legal entities to eliminate radio interferences. The majority of requests (see Fig. 27) concerned radio and television reception (136), while others were due to radio interference to public mobile networks (46), short-range radio communications devices (42), radio communications stations (31), terrestrial and satellite navigation and positioning systems (4), other objects (9). All requests were properly investigated identifying the sources of the most frequent sources for radio interferences (22 cases), repeaters of the public mobile radio communications networks (16 cases), and terrestrial fixes service radio communication stations (9 cases).

The requests to eliminate the interferences to terrestrial television (DVB-T) still constitute a largest share of the total requests, however, if compared to 2018, the number still halved. The 122 inspections showed that in only three cases radio interference was caused by nearby LTE public mobile base stations, i.e., real radio interference was identified (there were 40 such cases in 2018). Other TV reception failures were short-lived, resolved spontaneously, or were related to failure, misuse of TV reception devices, or the network disruption. Detailed results of the investigations are submitted in Fig. 28.



Short-term failures, cause undetermined, 27.9	TV reception equipment failure 45.9	Unfounded complaint, 3.3	Radio interferences 2.5	Insufficient signal level at the reception location 4.1	Broadcasting interferences, 16.4
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Fig. 28. Results of the investigations according to the received requests to eliminate radio interferences with television (DVB-T)

### ELIMINATED COMMUNICATION ISSUES FOR AIRPORT SERVICES

Maintaining radio spectrum allocated to aviation is a priority area, as a secure link between airport services and aircraft is a precondition for flight safety. The issue is always in the focus of the Authority, therefore registered reports of communication failures and possible interruptions are investigated in priority order and responded to immediately.

In autumn 2019, RRT investigated two notices from *PE Oro navigacija* related to the Karmėlava airport in Kaunas. In both cases, dispatchers heard extraneous sounds on the radio channels used, sometimes it seemed to them that someone was trying to occupy the channel but was not actually speaking which interfered with communication with the planes. The first investigation found the ‘offender’ in a private house near the airport: the interference was caused by a faulty home security system transmitter operated by a security company. The summoned technician expediently replaced the faulty device.

In the second case specialists of RRT were called for repeatedly almost a month later. This time, the suspicion was caused by increased noise near the antennas mounted on the air traffic control tower, with antennas of mobile operators operating in the vicinity. While shutting down the equipment at the base station, RRT specialists found a source of interference, and the next morning the operator's staff replaced the faulty equipment and the airport dispatchers were able to resume their work.

## 5.9. Management of other resources

### 5.9.1. Management of telephone numbers

One of the tasks of RRT is to ensure the effective use of electronic communications resources, so that there would be sufficient resources of national telephone numbers required to provide the public electronic communications services, also to ensure that the numbering plans and procedures would be applied in a way which would assure equal opportunities of all public electronic communications service providers.

In 2019, RRT continued supervising the National Numbering Plan and assigning telephone numbers (see Table 12)

Table 12. Summary of the telephone number issued/withdrawn in 2019

Designation of numbers	Assigned numbers	Revoked	Numbers
		right (numbers withdrawn)	assigned, total
Short numbers 10XX	0	0	19
Short numbers 18XX	14	10	75
Short numbers 19XXX	4	11	51
Short numbers 116 XXX	0	0	3
Public fixed telephone communications numbers	11,017	102,000	1,045,421
Public mobile telephone communications numbers	610,853	24,987	7,965,190
Service numbers XX XXXXX, 8XXXXXXXX and 9XXXXXXXX	1,210	20,100	213,564

## 5.9.2. Unfair practices in e-communications

During the reporting period there have been cases when call and short message (SMS) flows were sent from the networks of operators providing public telephone services in Lithuania to other networks, which raises doubts about their true nature and the fairness of the activities performed by the operators. This situation was causing significant inconvenience for the final service providers. Looking for possibilities to regulate such activities, RRT conducted a survey among the regulators of the EU Member States that were facing similar problems and were looking for effective solutions to prevent fraudulent electronic communications activities.

*UAB Bitė Lietuva*, *UAB Tele2* and *AB Telia Lietuva*, as one of the measures, proposed the idea of a Memorandum on Cooperation between Operators in the Prevention of Unfair Practices in Electronic Communications (hereinafter - the Memorandum). The purpose of the Memorandum was to ensure proper use of communication resources (state property) - telephone numbers - and to create preconditions for operators to solve problems arising from fraudulent electronic communications activities in good faith. The Memorandum proposes that operators accede to the Memorandum in good faith, which would allow the signatories to the Memorandum to expect that parties willing to engage in fair electronic communications activities will use the electronic communications resources allocated to them legally and fairly. RRT held several meetings with the operators and published the signed Memorandum on its Internet website <https://www.rrt.lt/telefono-rsys-internetas-tv/informacija-paslaugu-teikejams/nesazininga-e-rysiu-veikla/>, inviting all the operators to accede the Memorandum and thus prevent unfair practices in the area of electronic communications. As of 31 December 2019, *AB Telia Lietuva*, *UAB Tele2*, *UAB Bitė Lietuva* were signatories to the Memorandum and RRT will be seeking to attract more operators to join it.

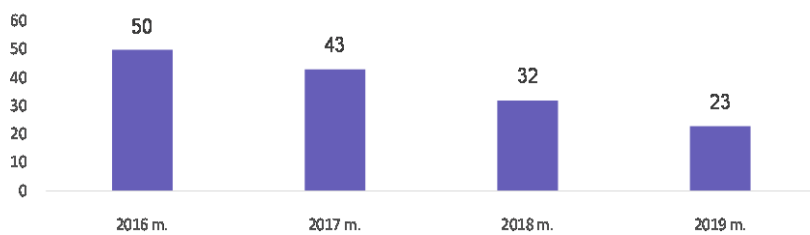
## 5.9.3. Domains

RRT has been authorised to issue permissions regarding the use of the state name of Lithuania before the top-level domain ".lt". Authorisations granted by RRT ensure that the name of Lithuania will be used adequately and Lithuania will be properly represented on the Internet.

The name of Lithuania is the official long or short name of the state of Lithuania, i.e. 'the Republic of Lithuania' or 'Lithuania' in all the official languages of the EU Member States and in all the grammatical forms of the said languages.

In 2019, RRT issued 23 authorisations (see Fig. 29) to use the name of Lithuania in the second level domain name before the top-level domain “.lt” and revoked 33 authorisations.

Provided the application meets all the requirements RRT issues the authorisation no later than within five working days.



*Fig. 29. Statistics of the permissions to use the top-level domain “.lt”*

# INTEGRATION INTO THE EU AND INTERNATIONAL REGULATORY AREA AND EFFICIENT ACTIVITIES OF RRT



Priorities of RRT in its international activities:

- Protection of the interests of Lithuania on the international arena when considering the allocation of electronic communications resources. Prot
- Active participation in initiatives and projects of the Eastern Partnership. Acti
- Efficient cooperation with foreign partners in exchanging best practices in regulation. Effic

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During 2019, representatives of RRT participated in the activities of working groups of 49 international organisations, in 15 working groups RRT acted as chairmen or drafters of documents, drafted 96 positions and participated in the implementation of three international projects.

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## 6.1. International cooperation

### 6.1.1. International Telecommunications Union (ITU)

#### 6.1.1.1. WRC-19 conference



The decisions passed at the WRC-19 of ITU in 2019 will affect the trends of development of terrestrial and satellite radio communications systems.



The goal of the Lithuanian government delegation at the ITU WRC-19 conference is to ensure that the new regulatory provisions for radio communications create the best possible conditions for the use of radio frequencies in Lithuania.

In autumn 2019, one of the most important radio management events in the world, the World Radiocommunications Conference (WRC) (WRC-19), hosted by the International Telecommunication Union (ITU), was held in Egypt. WRC-19 approved the principles of international radio communication management, set the main directions of radio communication development, and adopted resolutions on the most relevant issues of international radio frequency management. Decisions were taken at WRC-19 to supplement and amend the articles of the ITU Radio Regulation that the members of ITU are committed to comply with. These decisions will have an impact on the further development of terrestrial and satellite radio systems. Participants of the WRC-19 broadly discussed the different uses of radio communications technologies on the global and regional stage. On the international stage there is a clear trend to expand internationally harmonised radio frequency bands to provide high-speed mobile radio services that allow wireless radio access, anywhere, anytime. Opinions among the experts differed only concerning the technologies for the provision of such services, as some countries

associate the future with terrestrial wireless radio technologies, others consider satellite radio technologies more preferable. The Lithuanian government delegation sought to ensure that the new provisions on radio communications would create the best possible conditions for meeting the needs of Lithuanian radio frequency users.

The conference specifically focused on the development of next-generation 5G mobile radio technology. An important result of the WRC-19 conference was the ensured possibility to develop the 5G mobile radio communications systems within the 24.25–27.5 GHz, 37–43.5 GHz and 66–71 GHz on the global scale, and the countries that benefited from the exception, including Lithuania, will be able to develop the systems within 45.5–47 GHz and 47.2–48.2 GHz radio frequency bands. Notably, at the Conference two countries, Russia and China, while supported by several other countries announced that they did not intend to use the 3.4-3.8 GHz radio frequency band for the development of the 5G radio communications. After long and difficult discussions the participants of the conference managed to make it possible to deploy 5G radio systems in their territories using the 4.80-44.99 GHz radio frequency band. That presents a major challenge for European countries bordering the Russian Federation, because they will not only have to ensure electromagnetic compatibility to protect their existing radio communications systems in the 4.8-4.99 GHz radio frequency band, but will also find it difficult to ensure the full development of 5G radio system in the 3.4-3.8 radio frequency band.

Taking into account the most recent technology development, the delegations of the Conference agreed regarding the conditions for the operation of the *Intelligent Transport Systems (ITS)* and the *Earth Station in Motion (ESIM)*, and introduced some updates to the international regulation of the radio communications for air and marine navigation and other purposes.

#### 6.1.1.2. Other activities of the ITU

**Activities of the Centres of Excellence.** The Centre of Excellence programme was launched in 2001 at the initiative of the ITU Development Bureau. The purpose of the initiative is to support the development of talents in information and communications technologies (ICT) by organising regular training events for ICT specialists. The new cycle of the ITU Centres of Excellence will be implemented in January 2019–December 2022. There are 29 selected Centres of Excellence in the world, of which six operate in Europe, and in 2019, for the first time ever a Lithuanian company *NRD Cybersecurity* was selected to act as a Centre of Excellence. In that case the Lithuanian administration (RRT) became a member of the Steering Committee of the European Centres of Excellence (hereinafter – the Steering Committee).

The first meeting of the Steering Committee of the new cycle was held in February in Warsaw. The main outcome of the meeting was an agreed catalogue for training of the European centres of excellence for 2019. The second meeting of the Steering Committee was held on 19-20 November in Trieste (Italy). At that meeting a representative of RRT was elected the chair of the Committee for 2019-2020. During the meeting its participants discussed the results of the Centres of Excellence, discussed the most relevant problems, were introduced to the plans for the coming year; the meeting also included a virtual meeting with the African Regional Monitoring Committee took place - the first interregional meeting of Centres of Excellence. Two meetings of the Steering Committee are scheduled in 2020, and one of them will be held in Vilnius.

**On 4 September 2019, the head of the ITU Telecommunication Standardization Bureau Dr. Chaesub Lee paid an official visit to Vilnius.** During his first visit to Lithuania Dr. Chaesub Lee attended the meeting of the Policy Committee of the International Telecommunications Union (CEPT Com-ITU), met the Vice-Minister of Economy and Innovations, representatives of the Bank of Lithuania, Lithuanian Academy of Sciences and the Lithuanian Standardisation Institute. The honourable guest also visited the hosting RRT where he met the heads of the institution and representatives from private companies. Participants of the meetings held during the visit exchanged views on topical issues of ICT development in Lithuania, possible greater involvement of Lithuanian



institutions and companies in standardisation activities in the context of the ITU and, more generally, wider cooperation with the ITU.

### 6.1.2. Universal Postal Union (UPU)

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In September 2019, an Extraordinary Congress of the UPU, the third in its history, was held in Geneva<sup>25</sup>.

At the Extraordinary Congress of the UPU, a Lithuanian government delegation participated headed by a representative of the Ministry of Transport and Communications and composed of representatives of the Communications Regulatory Authority and Lithuanian post institution *AB Lietuvos paštas*. At the Congress UPU member states addressed the issue of reform of final settlement tariffs for international letters and small packages, and reached an agreement on postal final settlement tariffs.

The system of postal final settlement tariffs ensures that postal operators are compensated for the costs incurred in the handling, transportation and delivery of international letters and small packages. The existing settlement system was not acceptable for the United States, as sending and delivering a postal item within the United States is more expensive for the consumer than importing a postal item from foreign countries. In view of the growing volumes of e-commerce the numbers of postal parcels were growing drastically, thus the American mail service (just like postal operators of other countries) suffered significant losses. Seeking to avoid negative effects on the global postal market as a whole, UPU Member States have agreed to fundamentally review and change the postal final settlement model. Three options were presented to Congress: to maintain the current tariff regime, to allow tariffs to be set by the Member States themselves, or to choose a compromise between the first two options. The negotiations yielded an additional compromise outcome that was acceptable to the absolute majority of the states, including Lithuania. The amendments to the final settlement tariff model will mostly affect the segment of small parcel up to 2 kg.

### 6.1.3 Organisation for Economic Co-operation and Development (OECD)

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Lithuania became a full member of the OECD on 5 July 2018. Representatives of RRT participate in the activities of the OECD Network of Economic Regulators.

The Organisation for Economic Co-operation and Development (OECD) is a forum of 36 countries in which experts from the Member States share experiences and develop new guidelines for their economic and social policy. The OECD has set advanced standards for the governance of economic and public sectors, provides recommendations on how to improve the financial, economic and competitive environment, and exchanges experiences on the implementation of reforms.

Representatives of RRT participate in the OECD Network of Economic Regulators (NER), which deals with important issues of independence, cooperation, efficiency and accountability of regulators, especially relevant to regulatory authorities. Currently the network unites more than 70 members representing different sectors, such as energy, telecommunications, transport and water management. During the reporting year representatives of RRT attended two NER meetings, which focused on product market regulation, the planning of regulatory and new technology activities, the independence of regulators and the discussion of country-specific cases.

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<sup>25</sup>That was only the third extraordinary congress of the UPU, the specialised organisation of the United Nations established in 1874, engaged in coordination of postal issues on the global scale and currently joining 192 Member States.

On 23 May 2019, representatives of the NER secretariat paid a visit to the Communications Regulatory Authority. At the meeting the guests were briefed on the key areas of activities of RRT, aspects of market cooperation and peculiarities of the regulatory activities. The guests were interested in how RRT disseminates information about its activities, and distinguished the cooperation between RRT and market participants as exemplary to be followed by sector regulators in other countries. Participants of the discussion discussed issues related to the independence of the regulator and shared the information about the participation of RRT in the Eastern Partnership. The participants of the discussion agreed to strengthen their contacts and keep exchanging useful information in the future.

#### **6.1.4. Governmental Advisory Committee (GAC) of the Internet Corporation for Assigned Names and Numbers (ICANN)**

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Within the Governmental Advisory Committee (GAC) of ICANN a representative of RRT a chairwoman of the Human Rights Working Group.

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Internet protocol addresses, domain name systems, root Internet network servers are administered by a non-profit organization Internet Corporation for Assigned Names and Numbers, ICANN. ICANN is responsible for ensuring the stability of the Internet, focuses on promoting competition in access to the Internet, user-driven initiatives and operates on the basis of cooperation between the public and private sectors.

One of the forms of cooperation with the public sector practiced by ICANN – is the Governmental Advisory Committee ([GAC](#)) advising the Board of Directors of the Corporation. The key functions of GAC is to advise the [ICANN](#) corporation on public policy and different other issues most relevant to individual governments. The GAC seeks to represent ICANN in all matters of diversity of opinions and views and to establish common principles for the administration of existing domain names, the assignment of new names, and to address cultural differences, copyright and consumer protection. GAC is open to government representatives of all states. Within GAC Lithuania is represented by a specialist of RRT who is also a member of the High Level Internet Governance Committee in charge of different issues related to governance of Internet names and other Internet resources. During 2019, RRT attended three meetings of ICANN, and at the most recent one a representative of RRT was selected the Chair of the Human Rights working group of GAC.

#### **6.1.5. The International Association of Internet Hotlines INHOPE**

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The RRT internet hotline [www.svarusinternetas.lt](http://www.svarusinternetas.lt) is a member of INHOPE since 2008.

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During 2019, representatives of the RRT Internet hotline participated in the work of General Assemblies of INHOPE in Berlin and Dublin; the Assemblies dealt with a number of issues, such as INHOPE network development, management, merging and funding of INHOPE Fund and association, the financial statements of INHOPE, amendments to the Articles of Association of INHOPE, closer cooperation with law enforcement institutions, also the cooperation with EUROPOL and INTERPOL regarding the improvement of the notice management system and data base, and other most important hotline operation issues.

In November 2019, representatives of RRT attended a Safer Internet Forum in Brussels, and which contained a session to mark the 20th anniversary of the INHOPE. At that session INHOPE was welcome by representatives of the European Commission, also INTERPOL AND EUROPOL, business and non-governmental organisations.

## 6.2. EU cooperation

### 6.2.1. Issues discussed in the committees and working Groups of the European Commission (EC)

#### 6.2.1.1. Communications Committee (CoCom)

Representatives of RRT participate in the activities of the European Communications Committee. CoCom discusses issues relevant to the regulation of electronic communications in the EU, drafts and/or coordinates draft legal acts and other documents, and collects relevant information from the Member States on issues related to the regulation of electronic communications.

In 2019, the Communications Committee focused on the transposition and implementation of the European Electronic Communications Code. For that purpose members of the Committee were coordinating the documents prepared by the Commission, updated the information on the Commission's implementing legislation on the regulation of the top level 'eu' domain, discussed 5G network development and 5G cyber security, use of series 116 number used to provide harmonised social services and the introduction of series 112 number in the EU Member States.

#### 6.2.1.2. The Radio Spectrum Committee (RSCOM) and the Radio Spectrum Policy Group (RSPG)



Decisions drawn up and adopted by RSCOM will have an effect upon the deployment of 5G technologies in EU Member States.

Representatives of RRT also participate in the activities of the Radio Spectrum Policy Group (hereinafter – RSPG) and the Radio Spectrum Committee (hereinafter – RSCOM). This working group and committee discuss the issues of harmonization of radio communication at the EU level, draft documents and conclusions on topical issues of use and management of radio frequency

During 2019, the RSPG working group on good office held three meetings; one of the chairs of the working group is a representative of RRT since 2015. The meetings of the working group dealt with the issues of coordination digital television and radio programmes between Italy and its neighbouring countries (Croatia, Malta, Slovenia, France), in that relation some solutions were proposed and further steps discussed. Representatives of RRT were also involved in the resolution of a dispute between Romania and Ukraine. RSCOM in whose work RRT representatives were engaged, drew up the following:

- Commission Implementing Decision (EU) 2019/235 of 24 January 2019 on amending Decision 2008/411/EC as regards an update of relevant technical conditions applicable to the 3400-3800 MHz frequency band

- Commission implementing Decision (EU) 2019/784 of 14 May 2019 on harmonisation of the 24.25-27.5 GHz frequency band for terrestrial systems capable of providing wireless broadband electronic communications services in the Union.

- Commission Implementing Decision (EU) 2019/1345 of 2 August 2019 amending Decision 2006/771/EC updating harmonised technical conditions in the area of radio spectrum use for short-range devices.

The first two decisions are directly related to the deployment of the fifth generation (5G) mobile radio communications in the EU Member States.

## 6.2.2. Documents discussed at the EU Council working groups



30 – total positions coordinated by RRT on issues considered on the EU level.

During 2019, the Working Party on Telecommunications and Information Society and Post of the EU Council considered the following matters also of significant importance to RRT:

- European regulatory framework for the single market for electronic communications; Euro
- Measures to ensure a high level of network and information security throughout the EU; mea
- Internet management; Inter
- development of an integrated parcel delivery market seeking to promote e-commerce;
- activities of the Universal Postal Unit.

One of the most important issues discussed in the course of 2019 was the proposal submitted by the European Commission in 2017 for the Regulation of the European Parliament and of the Council concerning the respect for private life and the protection of personal data in electronic communications and repealing Directive 2002/58/EC (hereinafter – e.Privacy regulation). The purpose of the regulation is to ensure the protection of fundamental rights and freedoms, in particular, respect for private life, confidentiality of communications and the protection of personal data in the electronic communications sector, and in relation to the protection of natural persons when handling their personal data. Following the deliberation of the regulation that lasted for 2.5 years the regulation was expected to be adopted at the end of 2019, but was rejected after the EU Member States refused to approve its final text. The e.Privacy regulation is expected to be further discussed and finalised in the course of 2020.

In 2019, RRT drew up the position of the Republic of Lithuania regarding the application of the Commission implementing regulation (EU) 2018/1212 supplementing of Directive 2014/53/EU of the European Parliament and of the Council with regard to the application of the essential requirements referred to in Article 3(3)(g) of that Directive in order to ensure caller location in emergency communications from mobile devices with other institutions of the Republic of Lithuania. The position approved the objective of the delegated regulation of the Commission, i.e. to ensure that technical solutions are installed in smart telephones for the reception and processing of Wi-Fi data, data from Global Navigation Satellite Systems compatible and interoperable with at least the Galileo, and for the making available of that data for transmission in emergency communications.

During 2019, RRT coordinated more than 30 positions prepared by the institutions of the Republic of Lithuania on issues discussed at EU institutions (regarding the right to privacy and protection of personal data in the e-communications sector, on the importance of 5G connection to the European economy, on Lithuania's accession to the EU Quantum Communication Infrastructure Declaration, WRC-19, on combating the sexual exploitation of children on the Internet, on the updated World Trade Organization reference document on telecommunications services, on EU trade agreements in services with third countries, etc.).

### 6.2.3. The Body of European Regulators for Electronic Communications (BEREC)

RRT is an active member in the Body of the European Regulators in Electronic Communications, BEREC) the purpose of which is to ensure an independent and consistent enforcement of the European electronic

communications regulation system throughout the EU. During 2019, BEREC's activities have focused on the implementation of the new European Electronic Communications Code (hereinafter – the Code) and the implementation of the BEREC Strategic Action Plan in 2018-2020, and covered the following five priority areas:

- security
- ring access to high capacity networks;
- monitoring
- itoring of potential interferences preventing the provision of digital services;
- 5G
- network development and promotion of innovative network technologies;
- promotion
- otion of application of consistent net neutrality principle;
- Impr
- ovement of consumer protection.

During 2019, because of the implementation of the Code BEREC was obliged to produce significantly more guidelines, reports, opinions and other related documents than in previous years. The work was carried out in seven working groups with an active involvement of representatives from RRT. It should be noted that just like a year ago RRT appointed experts to the Open Internet Working Group, who together with other members of the group prepared updated BEREC Net Neutrality (Open Internet) guidelines and tested the BEREC-developed net neutrality measurement tool. The EU regulators wishing to use the net neutrality tool will be able to start its installation and / or integration into its existing systems as soon as starting with 2020. RRT will be among the regulators planning to use the tool.

In the course of 2020 BEREC will be operating according to the same five priorities, as in 2019, with a special focus on the development of 5G networks, ensuring their security and deployment of digital platforms.

#### 6.2.4. European Regulators Group for Postal Services (ERGP)



In 2019, RRT was chairing the end-to-end competition and access control working group of ERGP.

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During 2019, a representative of RRT was chairing the ERPG WG on end-to-end competition of access control together with the representative of the national regulatory authority of the Kingdom of the Netherlands (ACM). Following the working programme of ERPG approved in 2019 the working group drew up the ERGP report on the development of postal networks and access practices regarding infrastructure related to the parcel market). In other ERGP working groups drafted some other important documents and reports analysing the EU postal market, its development, trends and further opportunities:

- ERGP opinion regarding the review of the postal service regulation system;
- ERGP report on the changes in the postal sector and their impact upon regulation;
- ERGP report on the quality of the services, consumer protection and complaint handling;
- ERGP report on the core indicators of the postal market;
- ERGP report on cross-subsidising practice.

RRT was an active participant in the work of other Working groups of ERGP, open events hosted by ERGP (forum of interested parties, a seminar on data-based postal market regulation). A representative of RRT prepared information on the core indicators of the postal market, employment and investment for a report drawn up by the ERGP working group on Eng user satisfaction and market supervision.

## 6.2.5. Eastern Partnership Electronic Communications Regulators Network (EaPeReg)

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Contributing to Lithuania's close cooperation with the Eastern Partnership countries RRT participates in the activities of the Network of Electronic Communications Regulators of the Eastern Partnership countries (hereinafter - the EaPeReg network). In 2019, the network was chaired by Sakartvelo (Georgian National Communications Commission), and Latvia was acting as a Vice-Chair. RRT was performing the duties of the outgoing Vice-Chair.



During 2019, EaPeReg's key initiatives are to ensure the shared and coordinated use of radio spectrum resources and to reduce international roaming charges between the six Eastern Partnership countries.

In 2020, the interested parties will be seeking to sign the Regional Spectrum Agreement and the Regional Roaming Agreement.

One of the priority areas of activity of EaPeReg is related to the spectrum issues. The activity of the network in this area is coordinated by the Spectrum Expert working group chaired by representatives from Sakartvelo and Lithuania (RRT). At the end of 2019 EaPeReg network started an important initiative – to sign a regional agreement between six countries members of the Eastern Partnership regarding the mobile communications network within 694–790 MHz (700 MHz) and 3400–3800 MHz (3,5 GHz) radio frequency bands (hereinafter – Regional Spectrum agreement). The Regional Spectrum agreement seeks to coordinate the deployment of most advanced technologies in the countries of the Eastern Partnership with the standards and the decisions used by European organisation and institutions in order to ensure a joint and well coordinated use of the resources between the countries of the Eastern Partnership and Europe.

The signing of the Regional Spectrum agreement would set out clear commitments for the Eastern Partnership countries to free up the 700 MHz band for the mobile service and ensure a coordinated use of the EU band. Furthermore, differently from other EU Member States the Russian administration claimed it was not planning to use 3.5 GHz for the deployment of IMT technologies, therefore such Regional Spectrum agreement would ensure a harmonised use of the band between the six countries of the Eastern Partnership and the states bordering with the EU, which would be especially useful for the EU.

Another priority area of the EaPeReg network is reduction in roaming rates between the six members of the Eastern Partnership. The implementation of this initiative is coordinated by the Roaming Expert Working Group (REWG) chaired by the representatives of Ukrainian regulator NCCIR together with RRT. At the 10th informal meeting of the ministers of the Eastern Partnership held in June 2018 in Minsk the initiative to reduce international roaming prices received political support from both the Eastern Partnership countries and the European Commission, and preparations are under way for a Regional Roaming Agreement between the six Eastern Partnership countries.

The next important step is to create a common international roaming area between the Eastern Partnership countries and the EU Member States. The Third meeting of the Ministers of Digital Economy of the Eastern Partnership held in Bucharest on 28 February 2019 agreed to make the first step, i.e. to start considering the prospects for the initiative to reduce the roaming tariffs between the Eastern Partnership and the EU regions, and carry out a feasibility study.

A meeting of stakeholders of the EaPeReg network held in November 2019 in Vilnius became a forum for regulators of the Eastern Partnership and the responsible ministries to discuss the legal and technical aspects of the Regional Roaming Agreement. After the meeting a special session for the foreign embassies was held at the initiative of the Ministry of Foreign Affairs. This time it was not only the ambassadors of the Eastern Partnership countries, but also the ambassadors of the EU Member States were invited to attend the event. The ambassadors and their representatives were briefed on the course of the signing of the regional agreement between the six Eastern Partnership countries, and presented the further objective to create a common international roaming area between the Eastern Partnership countries and the EU. The session was welcome by the Director of RRT Feliksas Dobrovolskis, Head of the European Commission Representation in Lithuania Arnoldas Prancėvičius, Ambassador at Large at the Ministry of Foreign Affairs and the Eastern Neighbourhood policy coordinator Jonas Daniliauskas, and a representative of the European Commission Viola Calabrese.

## 6.2.6. Forum of European Supervisory Authorities for Trust Service Providers (FESA)

The objective of FESA is to promote cooperation between trust service provider supervisory bodies, harmonise their activities and prepare common positions. When carrying out its activity, FESA cooperates with the European Commission (EC), European Network and Information Security Agency (ENISA), standardisation organisations (ETSI and CEN) and provides them with the proposals as to how ensure smooth implementation of Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (hereinafter – eIDAS Regulation).



A representative of RRT was re-elected as the secretary of the FESA Board, for a term of two years.

The meetings of FESA held in 2019 discussed the following issues relevant for Lithuania:

- Implementation of the eIDAS Regulation – FESA drew up its position regarding the necessary amendments to the eIDAS regulation; the position is intended to be presented in March 2020 at a FESA meeting in Luxembourg with the European Commission;
- Cooperation with the Council of the Accredited Conformity Assessment Bodies (ACAB-C), seeking to ensure a consistent quality of conformity assessment of trust service providers and the services they provide;
- Security of remote identification of trust service providers and standardization aspects;
- Further standardisation of the trust service area;
- Aspects of handling the trusted lists.

In 2019, RRE participated in the meetings of the ENISA Working Group regarding Article 19 of the eIDAS Regulation. The discussions at the meeting concerned the incidents related to Lithuanian trust service providers, and measures to reduce the damage caused by the incidents on the agenda.

## 6.3. Regional cooperation

### 6.3.1. The European Conference of Postal and Telecommunications Administrations (CEPT)



During 2019, RRT was drafting the Documents related to radio frequency management for the World WRC-19 conference CEPT, which are also important for Lithuania.

RRT experts prepared descriptions of Internet access monitoring (measurements) and radio network speed calculation methodologies.

On 4-6 September 2019, a meeting of the Telecommunication Union Policy Committee (Com-ITU) of the European Conference of Postal and Telecommunications Administrations (CEPT) was held in Vilnius.

Representatives of RRT participated in the activities of the Conference Preparatory Group, CPG of the Electronic Communications Committee, ECC, of the European Conference of Postal and Telecommunications, CEPT. The working group drew up the proposals of the European states regarding all the items of the agenda of WRC-19: the terms for the deployment of the new generation radio communications systems; setting up additional radio frequencies, terms for the regulation of the satellite radio communications network, application of new technologies for ensuring maritime and flight safety, etc. All those issues are extremely important for Lithuania in order to promote the development of mobile broadband communications, whilst ensuring that new radio frequency bands provided for radiocommunications systems create no restrictions for radio communications systems operating in Lithuania to ensure more flexible regulation of small satellites, as well as efficient use of radio frequencies for maritime and aviation safety, traffic efficiency and safety.

In 2019, CEPT published for public inquiry a draft report of ECC on Measuring and Evaluating Mobile Internet Access Service Quality (Mobile IASQ). This report summarises the methods for measuring and evaluating the quality of mobile Internet access services in different CEPT member countries. Lithuanian experts actively participated in the preparation of the draft report, prepared descriptions of Internet access monitoring (measurements) and radio communication network speed calculation methodologies.

This is not the first time that the Lithuanian experience has become an example of good practice and was recommended to be used internationally. In 2019, ECC approved its Report 295 Guidance on Cross-border coordination between MFCN and Aeronautical Telemetry Systems in the 1429-1518 MHz band. The report examines the possibilities for the joint use of the international mobile telecommunications (IMT) and the aeronautical mobile telemetry (AMT) in the 1429-1518 radio frequency bands. RRT experts also were leading the report drawing process, also performed an analysis of interoperability of the systems, and agreed on the frontier coordination methodology guidelines in cooperation with Ukrainian representatives. This report provides additional information to CEPT member administrations wishing to deploy mobile radio networks in the 1429-1518 MHz frequency band, but having an obligation to coordinate the conditions for the use of radio frequencies with neighbouring countries that still use aeronautical mobile systems for telemetry purposes.

RRT contributed to the preparation of the report of the ECC SE40 working group; the report examines the issues of compatibility of non-coordinated earth stations of the fixed satellite service (FSS) with the stations of the terrestrial, fixed service (radio relay lines) in the 27.5-29.5 GHz band. Currently in Lithuania this is the band that radio relay lines operate in, however, in Europe there are plans to allocate the band on equal rights to the Earth stations not coordinated by FSS, i.e. Earth stations that do not require individual authorisations. There is a risk



that radio relay lines may be subject to interference and be difficult to remove as the position of the Earth Stations would be unknown. A study conducted by RRT showed that in areas with a network of high-density radio relay lines, the probability of interference increases several times compared to a probability of interference for a separate radio line.

In the course of 2019, representatives of RRT continued working in the Policy Committee of the International Telecommunications Union Com-ITU). At that Committee, representatives of CEPT states jointly discuss issues related to the activities of ITU. In 2019, Com-ITU held three meetings, one of them was held in Vilnius in September 4-6. Together with Com-ITU Vilnius was hosting a meeting of Project Team on Strategic ITU-T issues, TP ITU-T, attended by all Com-ITU Member States. The meeting discussed a range of issues relevant for the ITU standardisation sector, and the preparation for the World Telecommunication Standardization Assembly of ITU in 2020 (WTSA-20).

### 6.3.2. Nordic-Baltic Electronic Communications Regulators Network

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During the reporting period a representative of RRT was chairing the Nordic-Baltic WG on Statistics.

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In 2018, electronic communications regulators of the Nordic and Baltic countries (Lithuania, Latvia, Estonia, Finland, Sweden, Norway, Denmark and Iceland) signed a memorandum on co-operation and information exchange, thus establishing the *Nordic-Baltic Regulators Network*. The document provided that network meetings must be held no less frequently than once per year.

In 2019, a meeting of the Nordic-Baltic Regulator Network was held in Norway and attended by the heads of all regulators concerned. Participants of the discussed and shared their experience on most important strategic issues pertaining to e.market market regarding the security of 5G networks, ensuring the security of public commercial networks, the use of IT tools for better regulation and information sharing between the members of the Nordic-Baltic network, and the transposition of the European Electronic Communications Code. In 2020, the meeting of the heads of the national members of the Network is planned to be held in Vilnius, furthermore, the relevant work will be continued in individual expert groups.

In 2019, the Nordic-Baltic WG on Statistics consisting of the representatives of the national institutions regulating the electronic communications sector and chaired by a representative of RRT held meeting on two occasions. One of the meetings was held in May 2019 in Vilnius. The WG drew up and delivered a comparative analysis of the development of the electronic communications market on the basis of the 2018 statistics. A detailed presentation of the results of the analysis was published in autumn 2019 and the review prepared by the working group will be published on the working group's website at: <https://statistik.pts.se/en/nordic-baltic-telecom-market/>.

In 2019, a meeting of experts, including RRT representatives, from the cost accounting and modelling group of the Nordic and Baltic regulators was held in Iceland. The meeting was dedicated to a broad range of issues most relevant to the regulators and related to the regulation of wholesale service markets, cost estimation models, changes in the prices for wholesale regulated and the retail Internet access services. In practically all countries there is a clear trend of decrease in the number of wholesale access to copper lines, call services are migrating to mobile networks, and Internet services are in increasing volumes moving to the new generation networks, the fibre optic. It was noted that most countries, including Lithuania, the state is providing state aid for building the new generation networks. A meeting of the WG on Consumers was held in Norway, with the main items on the agenda being network neutrality, the implementation of the European Electronic Communications Code, regulation and quality assurance methods.

### 6.3.3. Participation in Twinning projects

Twinning projects are an EU measure dedicated to institutional cooperation between EU member States and the public authorities of the countries partners. A twinning project brings together public sector experts from EU Member States and the beneficiary country with the aim of achieving concrete binding performance results through cooperation.

#### 6.3.3.1. Twinning project in Sakartvelo (2017–2019)

**Project value:** EUR 1.3 million

**Project duration:** 2017–2019

**Project No.** GE/15/ENI/TE/01/16

In July 2019, the closing conference in Tbilisi concluded a EU-financed Twinning project *Supporting the Georgian National Communications Commission (GNCC) in developing of its electronic communications*

*regulatory framework and operational capacities in line with EU regulatory framework* that lasted 19.5 months

This Twinning project was implemented by RRT as the lead partner in cooperation with the partners the Federal Ministry for Economic Affairs of Germany (BMWi) and the Energy and the Office of Electronic Communications of the Republic of Poland (UKE), and the Central Project Management Agency (CPMA). The quantitative indicators of the project are presented in the Fig. below.

Experts from Lithuania, Germany, Austria and Poland contributed to drafting the legal acts regulating the electronic communications sector of Sakartvelo and define the operational guidelines according to the EU standards. The initiative was aimed at providing assistance to Sakartvelo building the electronic

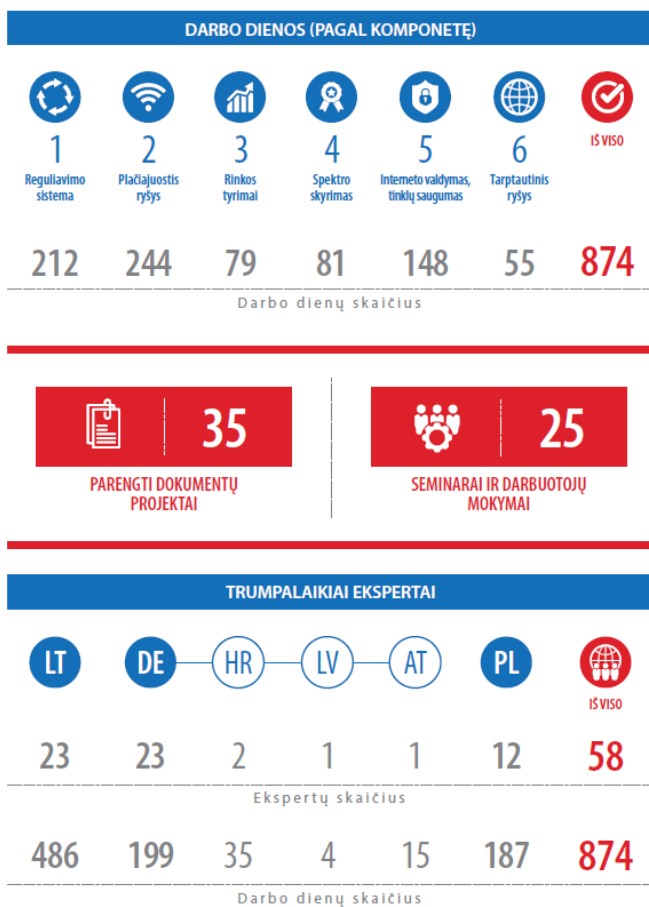
(Fig.30)

communications regulatory system according to the EU regulatory model, in order to ensure competitive environment for all the participants of the

electronic communications sector. This was another step by Sakartvelo and the national regulation institution on the course of the implementation of the EU-Sakartvelo Association Agreement aimed to phased alignment of legal acts of Sakartvelo with the relevant EU directives.

**Quantitative indicators of the Twinning project in Sakartvelo.** During the study visits, GNCC experts had an opportunity to get acquainted with the practical aspects of regulatory activities, discussed issues of concern with experts from the host countries, and visited companies in the sector and related regulatory institutions.

These meetings were very useful not only for the guests, but also for the Member States' experts who received valuable information about the experience to date accumulated in Sakartvelo. One of the evidence of the project's sustainability was the 5G development guidelines published by the communications regulatory authority of



Sakartvelo and drafted with a significant contribution from the radio communications experts of RRT. The team of experts drew up the guidelines on the allocation of radio spectrum to 5G networks and its use; the guidelines contained an analysis of the use of radio frequency for 5G communications in Sakartvelo, and produced recommendations for a successful deployment of 5G communications taking into account the geopolitical peculiarity of the country and European legal assumptions. The document drawn up by Lithuanian experts subsequently became the basis for the draft guidelines of 5G development in Sakartvelo.

### 6.3.3.2. Twinning project in Ukraine (2019–2021)

**Project value:** EUR 1.3 million

**Project duration:** September 2019 – June 2021

**Project No.** GE/18/ENI/TE/01/16

As a lead partner together with the Latvian Public Utilities Commission since September 2019 RRT has been implementing an EU Twinning project in Ukraine ‘Strengthening the Regulatory Capacity of the National Commission for the State Regulation of Communications and Informatisation in the Areas of Market Access and Quality of Service Monitoring System’. The objective of the project is to strengthen and enhance the ability of the National Commission for the State Regulation of Communications and Informatisation in the areas of supervision of the electronic communications service quality, access to the electronic communications network and the connection of networks. Project leader is the Director of RRT, and the RRT Deputy Director was appointed as the Twinning project adviser resident.

Total 22 expert missions took place within the framework of the project in 2019 (63 working days). During such missions the experts mostly focused on the analysis of the current situation: the regulatory and other documents of the Ukrainian regulator related to the assessment of the quality of electronic communications services and end-user protection, market access conditions for equipment, as well as current market conditions and regulatory obligations in the wholesale call termination markets. Experts from different Member States provided recommendations on how to improve the regulatory framework for termination rates in Ukraine, and presented the best practice of the EU in assessing the quality of electronic communications services and protecting consumer rights.

## 6.4. Effective activities of RRT

### 6.4.1. Governance of RRT



6 – total meetings of RRT Council.

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RRT is managed by the Director. The Director of RRT by the President of the Republic of Lithuania at the motion of the Prime Minister for a period of five years. The Director is in charge of all issues within the competence of RRT, represents RRT in the Republic of Lithuania and abroad, approves the RRT structure, the Regulations of structural divisions, lists of positions and job descriptions, employs and dismisses RRT civil servants and employees under employment agreements, approves the RRT strategic plan, signs resolutions adopted by the RRT Council, issues orders, approves legal acts and monitors adherence to such legal acts (the most relevant orders of 2019 related to the activity of RRT are provided in Annex 6), also ensures that RRT follows and complies with laws and other legal acts.

RRT Council (hereinafter – the Council) is a collegial body of management of RRT composed of seven members and its Chairman is the Director of RRT. During 2019, the Council had convened to six meetings at which the following issues were discussed and agreed:

- The strategic operational goals of RRT and their implementation, including the RRT’s Activity Report for 2018. The overview of the trust services market for 2018, and the RRT draft strategic activity plan for 2020-2022;
- radio communications development plans;
- balancing the rates between the fees of the services provided and the work performed by RRT;
- amendments to the estimate of the RRT’s Communications Management and Control Programme for 2019
- amendments to the estimate of the RRT’s Communications Management and Control Programme for 2020;
- Amendments to the RRT internal Rules of Procedure.

## 6.5. In-service training of RRT employees



143 – total RRT employees were involved in professional development.

With a view to improving the staff skills related to the implementation of the strategic goals of the authority and to developing the specific knowledge relevant to the area of activity of RRT, in-service training events held in 2019 were attended by total 143 staff members, counting the participation of each employee (i.e. if one participant attended three different training events, it is considered as three participants) according to the most relevant priority objectives of training civil servants:

- 49 employees were enhancing their professional competence in the area of electronic competence, postal activities and other sectors (attended the training event hosted by the European Training Centre for Railways, ETCR), also the training sessions organised by the International Telecommunications Union, ITU, a specialised training course ‘Personality type, critical thinking and resilience to harmful content on social networks’ and ‘Operation of drones under special conditions).
- 96 trainees were enhancing their general competences;
- 10 trainees were fostering their analysis and substantiation skills;
- 20 employees were enhancing the customer-focus abilities and skills of civil servants providing services to residents;
- 338 participants were improving their communications skills (attended team-building training, and specialised lectures, such as ‘Efficient report writing’, ‘Positive conduct at work’, ‘Ethics of the new world’ and ‘Efficient time management’);
- 86 participants were improving their knowledge of English;
- 5 employees attended training events on professional ethics and corruption prevention;
- 42 employees attended training to enhance their management, leadership and change management skills (top executives attended the lectures: ‘Promotion of cooperation and a constructive resolution of conflicts in a team’, ‘Delegation of tasks, motivation of employees, constructive feedback’);

In the course of the training programme 'RRT employees to RRT employees':

68

employees attended the training event hosted by the Digital Service Department 'eIDAS regulation: electronic signature and other tools for process digitalisation and electronic procedures';

8

employees attended a training session 'Supervision of the electromagnetic compatibility regulation, harmonised standards, EMS tests' that introduced the trainees to the activities of the EMS laboratories in Kaunas and Dovainonys.

## 6.6.Consumer information measures

In 2019, the name of the RRT internet website NEBŪKRYŠIO.LT won the second place in the contest of the most beautiful website name



77 – press releases about the activities of RRT.



One of the winners of the national selection contest [Naujasis knygnešys 2019](#) won the title of the world's digital champion name.

[During 2019 RRT was active in publishing information about its performance and the results. Total 77 press releases in Lithuanian and 19 press releases in English were circulated in the media on different subjects related to RRT's activities. The Authority was disseminating information about its activities through media coverage, and most user-important information is published on the website rrt.lt.](#)

[The internet website \[www.nebukberyšio.lt\]\(http://www.nebukberyšio.lt\) has been operational for the third year already. The purpose of the website is to provide convenient access to information resources administered by RRT about various electronic communications services provided in Lithuania, their quality, development and security. RRT also manages the following internet websites \(presented below\):](#)

<a href="http://www.matuok.lt">www.matuok.lt</a>	Internet speed measuring tool
<a href="http://matavimai.rrt.lt">matavimai.rrt.lt</a>	Wireless Internet speed measuring tool
<a href="http://epaslaugos.rrt.lt/apreptis">epaslaugos.rrt.lt/apreptis</a>	Mobile communications coverage calculations
<a href="http://www.Švarusinternetas.lt">www.Švarusinternetas.lt</a>	Information about illegitimate and harmful content on the Internet
<a href="http://www.esaugumas.lt">www.esaugumas.lt</a>	Tips on safe and responsible behaviour online
<a href="http://www.elektroninisparasas.lt">www.elektroninisparasas.lt</a>	Trust services Electronic signature remote training system

In 2019, the RRT Internet website [www.nebukberyšio.lt](http://www.nebukberyšio.lt) became a prize winner of the contest of the most beautiful internet website name hosted by the Internet service centre Domreg, Lithuanian Computer Society and the State Commission of the Lithuanian Language. The most beautiful Lithuanian Internet address is elected annually from registered Lithuanian names with unique Lithuanian letters.

During 2019, RRT continued managing the Internet website [www.elektronisparasas.lt](http://www.elektronisparasas.lt), with access to the electronic signature, electronic stamps, Internet website authentication certificate, and electronic time stamp verification tool <https://tikrinti.elektronisparasas.lt>, and the electronic signature remote training system <https://mokykis.elektronisparasas.lt>.

Together with the Information Society Development Committee RRT organised the national contest [Naujasis knygnešys 2019](#). At the World congress of 2020 WorldSummitAwards in Vienna awards were given to some Lithuanian solutions included in the top 40 of the world's best digital social innovations, as BitDegree was recognised an absolute global winner in the learning and education innovations category. This is the first time that the Lithuanian-nominated decision became one of the digital champions of the WorldSummitAwards - the best innovation in the world in the area.

In cooperation with its partners <sup>26</sup>RRT was implementing a project 'Connected Lithuania: Effective, Safe and Responsible Digital Society in Lithuania'. As commissioned by RRT, total 25 films were created and published, 2 comics and four instruction tutorials on the safe use of the internet, trust services and electronic signature. Seeking to ensure that the created material reaches as many Internet users as possible, the material was in individual phases published on the websites managed by RRT ([www.esaugumas.lt](http://www.esaugumas.lt), [www.elektronisparasas.lt](http://www.elektronisparasas.lt), [www.rrt.lt](http://www.rrt.lt)) and the Youtube channel *Prisijungusi Lietuva*. As part of the project representatives of RRT participated in meetings with residents in different Lithuanian cities and towns. During such visits experts from RRT were encouraging the public to use digital measures, were providing educational tips about privacy and security while on social networks. In cooperation with its partners RRT initiated a promotion action 'Senior citizens online 2019'.

During 2019, RRT consulted electronic communication service providers and the postal service users on 2 200 occasions by phone, including by toll free trust and help line 8 800 20030. RRT provided 357 consultations by-mail.

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<sup>26</sup> Information Society Development Committee under the Ministry of Economy, Association *Langas į Ateitį*, Martynas Mažvydas National Library of Lithuania and Ministry of the Interior of the Republic of Lithuania

## PERFORMANCE OF OBLIGATIONS IN THE FIELDS OF NATIONAL DEFENCE, NATIONAL SECURITY AND MAINTENANCE OF PUBLIC ORDER

RRT was obligated to acquire, manage, maintain and upgrade equipment for the purposes stated in Article 77(1) and/or Article 77(4) of the Law on Electronic Communications of the Republic of Lithuania.

The National Investment Programme for 2019-2021 provided for the continuous (launched in 2012) investment project "Installation of special signal processing and decoding software and hardware in operators' switching nodes". During 2019, the project value was EUR 1,159,000. Total EUR 1,156,200 allocated from the state budget was used for the investment project. The State Security Department of the Republic of Lithuania completed the procurement procedures in 2019 in accordance with the delegation agreements for procurement of specialized signal processing and decoding software and hardware. The acquired signal processing and decoding hardware and software were transferred to the State Security Department for management on trust basis in accordance with the procedure provided for by legal acts.

## PROMOTION OF EFFECTIVE COMPETITION ON THE RAILWAY TRANSPORT MARKET

In accordance with item 1 of Articles 7(1) of the Railway Transport Code of the Republic of Lithuania, as of 1 November 2016 RRT has been performing the functions of the railway transport market regulator.

### 8.1. Oversight of competition in the railway transport market

2 – legal acts drawn up and approved by RRT.



In 2019, RRT initiated an audit of accounting separation at *AB Lietuvos geležinkeliai* for 2018.

Two railway undertakings (carriers) submitted applications to be allocated public railway infrastructure capacity to engage in the freight carriage activities seeking to create competition for AB LG Cargo.

For the purpose of the implementing the provisions of the Law amending the Railway Transport Code of the Republic of Lithuania, also seeking to ensure the independence of the functions and the financial transparency of the public railway infrastructure manager, proper segregation of operations of carriage of passengers, baggage and freight by railway, major restructuring initiatives were undertaken at *AB Lietuvos geležinkeliai* in the course of 2019. Following the restructuring the operations of the Passenger Directorate of *AB Lietuvos geležinkeliai* were taken over by a newly established subsidiary *UAB LG Keleiviams*, the activities of the Freight Directorate of *AB Lietuvos geležinkeliai* will be now performed by *AB LG Cargo*, and the functions of the Infrastructure Directorate of *AB Lietuvos geležinkeliai* will be carried out by *AB Lietuvos geležinkelių infrastruktūra*. This transfer of the individual areas of activities of *AB Lietuvos geležinkeliai* to the three newly established subsidiaries will ensure transparency and objectivity of railway operations, and will facilitate ensuring non-discriminatory conditions for the access to the public railway infrastructure for other railway undertakings (carriers).

In the course of 2019, the congestion at certain sections of the public railway infrastructure<sup>27</sup> remained one of the reasons preventing efficient competition in the railway transport market. Due to the congestion on certain sections of the public railway infrastructure some railway undertakings (carriers) were denied or allocated only part of the requested public railway infrastructure for the period of validity of the working timetable in 2019-2020.

## Supervision of the compliance with the requirements for the railway transport market players

With a view to ensuring the implementation of the provisions of Regulation (EU) 2017/2177<sup>28</sup> in 2019, RRT drew up and approved two legal acts: the description of the procedure for exemption of railway service facilities operators from the application of the provisions of the Commission implementing regulations (EU) 2017/2177<sup>29</sup>, and the Order regarding the replies to the applications for access to the railway service facilities and the terms for the provision of the services provided by such facilities<sup>30</sup>. By passing the above legal acts RRT adopted a clear procedure and the terms for the exemption of railway service facilities operators from the application of Regulation (EU) 2017/2177 that is consistent with the position on the *Common Principles on granting exemptions under Article 2(2) of Commission Implementing Regulation (EU) 2017/2177* by the Independent Regulators' Group-Rail, IRG-Rail; the terms define the time span during which the railway service facility operator is required to reply to the requests from railway undertakings (carriers) for access to the railway service facilities and the principal, additional and/or auxiliary services related to the railway transport provided at such facilities. Those legal acts will also contribute to ensuring non-discriminatory and efficient competition in the railway transport market of the Republic of Lithuania.

As part of its function of supervision of the railway transport market, RRT conducted the audit of the separation of accounts at *AB Lietuvos geležinkeliai* for 2018. The purpose of the audit was to determine whether *AB Lietuvos geležinkeliai*, as the public railway infrastructure manager, the operator of the railway service facilities and a railway undertaking (carrier) was in the course of 2018 properly complying with the requirements of segregation of accounting of the different railway transport activities as set forth in the Railway Transport Code of the Republic of Lithuania (hereinafter – the Code); to assess whether the costs incurred in relation to providing a minimum access package, access to the railway tracks connected to the railway service facilities and the services provided by such facilities were allocated properly; assess whether the data submitted to the Lithuanian Transport Security Administration, and the rates of the services provided by the service facilities managed by *AB Lietuvos geležinkeliai* were calculated according to the requirements of the relevant legal acts.

### Examination of applicant complaints



5 – decisions passed regarding the complaints (four decisions regarding the complaints received in 2018, and one decision regarding the complaint received in 2019).

4 – complaints accepted for handling (the examination of three complaints completed in 2020).

APPLICANT – a railway undertaking (carrier), international group of railway undertakings (carriers), shipper (consignee), shipping agent which, wishing to provide the public services of transport of passengers by rail or having

<sup>27</sup> The working timetable for 2019–2020 the following parts of the public railway infrastructure were designated as congested: side track Viduklė–Tauragė (section Radviliškis–Pagėgiai); side tracks Livintai–Gaižiūnai and Žeimiai–Lukšiai (section Kaišiadorys–Radviliškis); side track Plungė–Šateikiai (section Kužiai–Klaipėda); side track Gustonys–Šeduva (section Rokiškis–Radviliškis).

<sup>28</sup> Commission implementing regulation (EU) 2017/2177 of 22 November 2017 on access to service facilities and rail-related services (OL 2017 L 307, p. 1).

<sup>29</sup> Approved by Order No. 1V-521 of 15 May 2019 of the Director of RRT 'Regarding the approval of the Description of the procedure for the exemption of railway service facilities operators from the provisions of the European Commission implementing Regulation (EU) 2017/2177'.

<sup>30</sup> Approved by Order No. 1V-781 of 23 July 2019 of the Director of RRT 'On setting the terms for replies to requests for access to railway service facilities and the services provided at such facilities'.



During 2019, RRT was examining total eight complaints received from applicants (Table 13).

*Table 13. Summary of the complaints received by RRT (2018-2019)*

Entity	Received, date:	Decision of RRT
UAB LGC Cargo	21-08-2018	Complaint rejected as ungrounded
UAB LGC Cargo	27-09-2018	Complaint rejected as ungrounded
UAB LGC Cargo	09-11-2018	Complaint partly grounded
UAB Gargždų geležinkelis	19-11-2018	Complaint rejected as ungrounded
UAB Gargždų geležinkelis	04-10-2019	Complaint rejected as ungrounded
UAB Gargždų geležinkelis	13-11-2019	Examination completed in 2020
UAB LGC Cargo	14-11-2019	Examination completed in 2020
UAB LGC Cargo	15-11-2019	Examination completed in 2020

In 2018, *UAB LGC Cargo* applied to RRT with regard to the actions taken by the public railway infrastructure manager regarding the conclusion of the agreement on the use of the public railway infrastructure. The applicant requested RRT to investigate the actions taken by *AB Lietuvos geležinkeliai* when signing the agreement on the use of the public railway infrastructure and to oblige *AB Lietuvos geležinkeliai* to sign the agreement on the use of the public railway infrastructure with *UAB LGC Cargo*, and to ensure that all the actors of the Lithuanian rail transport services market are subject to the uniform conditions of the use of the public railway infrastructure and that the provisions laid down in Articles 28(1) and 23(3) of the Code are properly adhered to.

**Result.** In 2019, after examining the complaint of *LGC Cargo*, RRT decided to reject the complaint as unfounded, as it was established that the applicant himself had not cooperated with the public railway infrastructure manager regarding the implementation of railway traffic safety requirements and *AB Lietuvos geležinkeliai* was not concluded to have offered exclusive terms to other participants in the rail transport market to use the public railway infrastructure.

In 2018, *UAB LGC Cargo* applied to RRT regarding the actions of the Lithuanian Transport Safety Administration in allocating public railway infrastructure capacities for the period of validity of the working timetable for 2017–2018, and requested to oblige the Lithuanian Transport Safety Administration to allocate the public railway infrastructure capacity of *UAB LGC Cargo*<sup>31</sup>.

**Result.** Having examined the complaint of *UAB LGC Cargo*, RRT decided to reject the complaint as unfounded; RRT established that the applicant refused to provide to the Lithuanian Transport Safety Administration evidence that when using the public railway infrastructure the freight will be loaded and/or unloaded in the territory of the Republic of Lithuania or another Member State of the European Union. The applicant failed to provide evidence that upon arrival at the border railway station in the territory of the Republic of Lithuania, the applicant's trains would have the right to cross the state border of the Republic of Lithuania with the Republic of Latvia. Furthermore, the applicant did not have any contract on the use of public railway infrastructure with the public railway infrastructure manager. *UAB LGC Cargo* appealed the decision of RRT, and the decision is currently examined at court.

In 2018, *UAB LGC Cargo* in 2018 applied to RRT regarding the actions of the Lithuanian Transport Safety Administration in allocating the capacity of the public railway infrastructure for the period of validity of the working

<sup>31</sup>According to Sub-item 13.6.3 of Order No. 3-574 of 30 November 2017 of the Minister of Communications and Transport of the Republic of Lithuania 'Regarding the approval of the Regulations of the Lithuanian Transport Safety Administration', and Article 7(3) and Article 29(1) of the version of the Railway Transport Code effective until 7 December 2019.

timetable for 2018–2019. The applicant requested that RRT, after investigating the actions taken by the Lithuanian Transport Safety Administration, partially annul the part of the decision of the Lithuanian Transport Safety Administration related to *UAB LGC Cargo*, which decides not to allocate public railway infrastructure capacity to this company, and oblige the Lithuanian Transport Safety Administration to allocate all the capacity of the public railway infrastructure requested by *UAB LGC Cargo*<sup>32</sup>.

**Result.** RRT resolved that the complaint by *UAB LGC Cargo* was partly founded. In view of that, RRT obligated the Lithuanian Transport Safety Administration to annul the part of the decision passed by *UAB LGC Cargo* not to allocate public railway infrastructure capacity due to congested public railway infrastructure, and having considered the new circumstances established in the course of the complaint examination passed a new decision regarding the capacities of the public railway infrastructure on certain parts of congested public railway infrastructure. It should be noted that the decision adopted by RRT has not entered into force and is not being enforced, as it has been appealed to the court by both *UAB LGC Cargo* and the Lithuanian Transport Safety Administration. In response to the request of the Lithuanian Transport Safety Administration the Court has suspended the validity of the RRT decision.

In 2018, *UAB Gargždų geležinkelis* applied to RRT regarding the actions of the Lithuanian Transport Safety Administration in allocating public railway infrastructure capacities for the period of validity of the working timetable for 2018-2019. The applicant requested RRT to repeal the decision of the Lithuanian Transport Safety Administration and oblige it to allocate to *UAB Gargždų geležinkelis* all the public railway infrastructure capacities requested.

**Result.** In 2019, RRT examined the complaint of *UAB Gargždų geležinkelis* and resolved to reject it as unfounded, having concluded that the Lithuanian Transport Safety Administration correctly applied the priority rule in the congested section of the public railway infrastructure. It should be noted that *UAB Gargždų geležinkeliai* appealed the decision to court and the decision is currently examined at court.

In 2019, *UAB Gargždų geležinkelis* applied to RRT regarding illegal actions (omissions) of the public railway infrastructure manager that restricted the applicant's possibilities to carry out its activities, and demanded that the public railway infrastructure manager be obliged to respond to the questions presented in its Letter No. 111 of 27 May 2019 on the processes of shunting and planned railway freight transport activities and the exchange of data between them in accordance with the established procedure.

**Result.** RRT examined the complaint of *UAB Gargždų geležinkelis* and passed a decision to reject it as ungrounded, having concluded that the public railway infrastructure manager had replied to the letter No. 111 of 27 May 2019 of the applicant.

In 2019, *UAB Gargždų geležinkelis* applied to RRT regarding the actions of the Lithuanian Transport Safety Administration in allocating the capacity of the public railway infrastructure for the period of validity of the working timetable for 2019–2020. The applicant requested that having examined the actions of the Lithuanian Transport Safety Administration RRT oblige the Administration to allocate to *UAB Gargždų geležinkelis* the public railway infrastructure capacity as requested.

**Result.** RRT passed a decision to examine the complaint filed by *UAB Gargždų geležinkelis*. As provided in Article 7<sup>1</sup>(2) of the Code having concluded that without the complete data required for the examination of the complaint, the examination of the complaint was brought forward to 2020.

In 2019, *UAB LGC Cargo* applied to RRT regarding the actions of the public railway infrastructure manager regarding the conclusion of a contract for the use of public railway infrastructure and the imposition of sanctions on the public railway infrastructure manager. The applicant requested that RRT, having investigated the actions of *AB Lietuvos geležinkeliai* during the negotiations on the signing of the public railway infrastructure contract, oblige

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<sup>32</sup>According to Sub-item 13.6.3 of Order No. 3-574 of 30 November 2017 of the Minister of Communications and Transport of the Republic of Lithuania 'Regarding the approval of the Regulations of the Lithuanian Transport Safety Administration', and the version of the Railway Transport Code effective until 7 December 2019.

the public infrastructure manager to sign the agreement regarding the public railway infrastructure use agreement with *UAB LGC Cargo* and impose sanctions (fine) on the public railway infrastructure manager.

**Result.** The complaint of *UAB LGC Cargo* was accepted for examination by the RRT. As provided in Article 71(2) of the Code having concluded that without the complete data required for the examination of the complaint, the examination of the complaint was not completed in 2019, but brought forward to 2020.

In 2019, *UAB LGC Cargo* applied to RRT regarding the actions of the Lithuanian Transport Safety Administration in allocating public railway infrastructure capacities for the period of validity of the working timetable for 2019-2020. The applicant requested that having examined the actions of RRT obligate the Lithuanian Transport Safety Administration to allocate the public railway infrastructure capacity of *UAB LGC Cargo*.

**Result.** RRT passed a decision to examine the complaint from *UAB LGC Cargo*. As provided in Article 71(2) of the Code having concluded that without the complete data required for the examination of the complaint, the examination of the complaint was not completed in 2019, but brought forward to 2020.

## 8.4. International activities

### 8.4.1. Independent Regulators' Group – Rail (IRG-Rail)



In 2019, RRT participated in the activities of six working groups of IRG-Rail.

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During 2019, representatives of RRT continued to be active participants in the activities of the Independent Regulators' Group-Rail (hereinafter – IRG-Rail). The IRG-Rail group has set up six working groups in charge of drawing up different opinions, reports, reviews and other documents. As part of their involvement in the activities of IRG-Rail representatives of RRT were providing statistical information and briefed on the specific aspects of regulation of the Lithuanian railway service market. In the course of 2019, IRG-Rail at its own initiative drafted the following documents:

- An overview of the competences of rail market regulators and the regulatory measures in place;
- The 7th report on the monitoring of the railway transport market of IRG-Rail;
- an overview of the charges and the charging principles applicable in passenger stations;
- Con gested infrastructures in Europe, report on priority rules and taxation analysis applied therein;
- Com parative analysis of the funding of the European railway infrastructure managers;
- Initia l report on the application of the charging principle set forth in Article 31(7) of Directive 2012/34/EU;
- Rep ort on the expertise in applying the exemptions for the railway transport market regulators set forth in Article 2(2) of the Commission implementing regulation (EU) No. 2017/2177;
- Rep ort on the monitoring of the performance of the key international freight corridors;

▪ Rep  
ort on the course of the implementation of the Train Timetable Redesign, TTR project and the pilot tests carried out under it;

▪ Ove  
rview of the application of the railway infrastructure capacity reservation charges in the IRG-Rail member states.

## 8.4.2. European Network of Rail Regulatory Bodies (ENRRB)



In the course of 2019, RRT was participating in the activities of ENRRB.

In 2019, RRT participated in the meeting of the European Network of Rail Regulatory Bodies (ENRRB). The agenda of the meeting included a range of regulatory aspects, such as examination of complaints were examined, presentation of the regulatory aspects of the railway market in other EU countries, the Redesign project, its objectives and the anticipated changes in the EU rail transport sector.

## 9. SUPERVISION OF THE CALCULATION OF THE CHARGES FOR SUBMISSION OF DOCUMENTS AND REGISTRATION OF DOCUMENTS

Since 1 May 2018,<sup>33</sup> RRT performs the functions of the supervisor for the calculation of charges for the submission of documents.

Since 27 March 2019,<sup>34</sup> RRT performs the functions of the supervisor for the calculation of charges for the registration of Register objects.



2 – amendments to the legal acts.



1 – negative report regarding the calculation of charges for the submission of documents and registration of register objects by the SE Centre of Registers.

**Participation of RRT in drawing up and initiating amendments to legal acts.** Upon the coming into effect of Resolution No. 45 of 10 January 2018 of the Government of the Republic of Lithuania ‘*On the approval of the description of the procedure for the calculation of charges for the registration of register objects and submission of documents, payment of the fee for registration of the register objects, register data, register information, documents submitted to the register and/or copies thereof, and the submission of data to the state information systems*’ (hereinafter – the Resolution) RTT reviewed the legal acts approved by Orders of the Director and supplemented them with separate provisions on the registration of Register objects. In 2019, RRT initiated amendments to the following Orders of the Director of RRT<sup>35</sup>:

<sup>33</sup>According to Item 2 of Resolution No. 45 of 10 January 2018 of the Government of the Republic of Lithuania ‘*On the approval of the description of the procedure for the calculation of charges for the registration of register objects and submission of documents, payment of the fee for registration of the register objects, register data, register information, documents submitted to the register and/or copies thereof, and the submission of data to the state information systems*’.

<sup>34</sup> Since 27 March 2019, after the coming into effect of the amendments to Resolution No. 45 of 10 January 2018 of the Government of the Republic of Lithuania.

<sup>35</sup> Order No 1V-526 of the Director of RRT of 1 June 2018 ‘*On the approval of the requirements for cost attribution to the activities of the submission of documents*’, Order No 1V-1255 of the Director of RRT of 20 December

•  
arding the approval of the description for the requirements of the allocation of costs to document submission activities (hereinafter – Cost allocation description);

•  
On  
the approval of the typical terms of reference of the calculation of charges for the submission of documents and verification of compensated costs

The amendments to the relevant legal acts ensured that all institutions bound to follow the provisions of *The description of the procedure for the calculation of the charges for the registration of register objects and submission of documents, payment of the fee for registration of the register objects, register data, register information, documents submitted to the register and/or copies thereof, and the submission of data to the state information systems*' (hereinafter – the Description), could correctly calculate the charges not only for submission of documents but also for registration of Register objects. This development also set forth clear and uniform principles of accounting of costs incurred in relation to submission of documents and registration of Register objects, ensuring that the charges are calculated taking into account only the most necessary and reasonable operational costs, and that the services of audit of the amounts of charges and of compensated costs are procured following the general technical terms drawn up according to the good practice principles for the inspection of institutional costs and cost accounting systems.

**RRT submitted its first report on the calculation of charges.** In the course 2019, the State Enterprise Centre of Registers (hereinafter – CR) was the only institution that submitted the documents supporting the calculations of the charge for the submission of documents and/or registration of Register objects<sup>36</sup>. Having evaluated the submitted documents and additional information received RRT submitted a negative conclusion regarding the calculation of the amounts of CR 's charges for the submission of documents and registration of Register objects. According to the Description only the indispensable and reasonable costs directly related to the activities of submitting documents and registration of the object of the register can be taken into account in the calculation of the charges. The charges for the submission of documents and/or registration of Register objects as provided by the CR were calculated in breach of the requirements of the Description, i.e. the prices of the end services provided by CR were not based on actual costs and the amounts of the services actually provide, the CR also failed to provide the economic justification of the costs, income and volumes of the services CR was intending to provide in 2020-2022 ascertaining the reasonableness of the projected data.

**Methodological assistance.** In 2019, RRT was providing methodological assistance to public authorities and institutions, including libraries, museums and state archives, managers of registers and state information systems (hereinafter collectively – institutions) on the issues of application the provisions of the Description, as the methodological assistance was provided to more than 30 institutions. Furthermore, working meetings were held with representatives of the CR, Ministry of Culture of the Republic of Lithuania, the State Enterprise Agricultural Information and Rural Business Centre and other institutions. Regarding the application of the provisions of the Description the institutions were consulted in writing and verbally.

**Dissemination of information by RRT.** In the course of 2019, a number of institutions specifically concerned with the issues of charges for the registration of Register objects, and/or submission of documents, register data, register information, the documents submitted to the Register and/or their copies, the submission of data to state information systems for a charge or at no charge, communicated inquiries requesting RRT to inform until when the institutions will be submitting the documents required by RRT to assess the amounts of the

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2018 *'On the approval of the typical terms of reference of the calculation of salaries for the submission of documents and verification of compensated costs'*.

<sup>36</sup> After the Description of the procedure for the calculation of charges for the registration of register objects and submission of documents, payment of the fee for registration of the register objects, register data, register information, documents submitted to the register and/or copies thereof, and the submission of data to the state information systems, the relevant institutions were obliged to submit the relevant documents to RRT by 1 July 2019.

charges, and requested to be informed in case the Resolution does not apply for a particular institution, or the institution chose to submit the documents and register objects at no charge. Having received the replies RRT concluded that 100 institutions will not be providing the information concerned being exempt from the provisions of the Resolution do not apply to them, or the institutions intend to submit documents and/or register the register objects at no charge, and eight institutions were planning to submit documents in 2020.

## 10. PRIORITIES OF RRT ACTIVITIES IN 2020

While continuing the work started in previous years RRT defined the following operational priorities for 2020:

- Protection of the rights and legitimate interests of users of electronic communications and trust services, postal services, radiocommunication and electric and electronic equipment. Prot
- Promotion of investment in next generation wireless broadband communication networks and of harmonised development of advanced technologies and services. Pro
- Ensuring effective competition in the rail transport sector and prevention of power abuse on the rail transport services market. Ens
- Ensuring the consistency between the charge for the registration of objects and submission of documents and the related operational costs. Ens

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### **Protection of the rights and legitimate interests of users of electronic communications and trust services, postal services, radiocommunication and electric and electronic equipment.**

For the purpose of implementing this priority RRT will be carrying out control measurements of the public mobile telephone communications services and the data transmission services at the networks of *UAB Bitė Lietuva*, *AB Telia Lietuva*, *UAB Tele2*, *AB Lietuvos radijo ir televizijos centras* (only regarding the data transmission services). RRT will be specifically particular about the data transmission speed in LTE networks in motion, i.e. where the measurements are carried out when driving down the city streets and main roads covering less populated areas. RRT will continue quality measurements on the Lithuanian railway passenger routes as part of the obligations with a view to building a 'gigabit' society, an objective set by the European Commission according to which by 2025 uninterrupted fifth generation mobile radio communications 5G coverage will be available not only for all urban areas but also major terrestrial transport paths and railway roads. The results of such measurements are freely accessible as they are published on the interactive website *matavimai.rrt.lt* managed by RRT.

Havi ng regard to the provisions of Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015 on network neutrality, RRT will be engaged in the initiative by the Body of European Regulators for Electronic Communications (BEREC) to develop a network neutrality measurement tool. The tool will assess whether or not the internet access service provides restrict the access services for electronic communications service users depending on the internet content that the services are used to receive. The created tool will be used in Lithuania from 2020.

RRT will participate in the development of the project '*Development and deployment of topography and engineering infrastructure information system and new electronic services*'; the key outcome of the project will be an integrated information course for storage and processing topography and infrastructure special data. The

expected outcome of the project is will be the service for submission, review and receipt of spatial data on possible joint installation of engineering infrastructures. Using the system the engineering infrastructure spatial data processors (infrastructure managers) obliged to notify RRT of their intentions to build an electronic communications infrastructure, and/or a physical infrastructure of a respective purpose, will be able to do that through the joint Topography and engineering infrastructure information system.

In the course of 2020, RRT will continue supervising the market and the implementation of Regulation (EU) No 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications networks within the Union (OJ 2012 L 172 p.10) as last amended by Regulation No. 2015/2120 (hereinafter – Regulation No. 531/2012). RRT will be overseeing the compliance by mobile communications operators with the provision of Regulation No. 531/2012, non-discrimination of electronic communications service users, provision of services and settlement between the operators. RRT shall also examine whether operating within the EU the electronic communications service providers comply with the provisions of Article 5a of Regulation No. 2015/2120 regarding the regulated prices within the EU: according to that provision as of 15 May 2019 the sum for regulated retail roaming calls shall not exceed EUR 0.19 per minute, (EUR 0.23/min. incl. VAT), EUR 0.06 per SMS message (EUR 0.07 incl. VAT), the calls incoming to Lithuania are free of charge).

Much attention will be paid to the analysis of the reasonableness of the tariffs for the universal postal service provided by *AB Lietuvos paštas* throughout the territory of the Republic of Lithuania, the cost accounting system applied by *AB Lietuvos paštas* and other aspects of universal postal service provision, including assessment of compliance with *AB Lietuvos paštas* with Regulation (EU) No. 2018/644 of the European Parliament and of the Council of 18 April 2018 on cross-border parcel delivery services (OJ 2018 L 112, p. 19). RRT will supervise compliance with the conditions for the provision of the universal postal service, monitor the quality indicators of the universal postal service, and assess in what respect the optimization of *AB Lietuvos paštas* activities ensures the obligation to provide the universal postal service consistent with the established requirements of the postal network characteristics.

Another area of activity of RRT is the supervision of the market of radio communication equipment and electrical and electronic apparatus. In this respect RRT seeks to ensure that only the radio communication equipment and apparatus meeting the requirements set out in the Technical Regulation on Electromagnetic Compatibility and the Technical Regulation on Radio Equipment are supplied to the Lithuanian market. In an attempt to strengthen market supervision Regulation (EU) 2019/1020 of the European Parliament and of the Council on market surveillance and compliance of products was adopted on 20 June 2019. A network developed on the basis of this regulation will serve as a platform for structured coordination and cooperation between the enforcement authorities of the Member States and the Commission, and streamline the practices of market surveillance within the Union, thereby making market surveillance more effective. The members of the Network are representatives from each Member State, including a representative of each single liaison including an optional national expert, the chairs of administrative cooperation groups (ADCO), and representatives from the Commission. During 2020, RRT will carry out market supervision within the area of application of EU Directive 2014/30/EU (hereinafter – EMC) and 2014/53/EU (hereinafter – RED), i.e., essential requirements for electromagnetic compatibility of electrical and electronic apparatus and radio communication equipment, requirements for efficient use of radio frequency spectrum for radio communication equipment, formal (administrative) requirements (marking, declarations of conformity, etc.). With a view to protecting consumers and telecommunications networks from non-compliant devices that cause harmful interference, RRT will continue carrying out regular inspections of products on the market in order to assess their compliance with harmonised standards.

During 2020, RRT will continue implementation of the investment project launched in 2019 '*Construction of a special purpose building with antenna tower for radio monitoring and an electromagnetic compatibility laboratory*'



at Želvos St. 12 in Kaunas. By December 2022 RRT intends to install a 10 m long semi-anechoic chamber SAC, expand the electromagnetic compatibility laboratory and establish a radio communications equipment safety laboratory. The new SAC chamber will be used for performing tests of compatibility (radiation) of large-size electric and electronic, medical equipment, vehicles and electric cars.

As part of its function of supervision of trust service providers RRT will compile a national Trusted Services List (TSL) containing information about the trust service providers operating in Lithuania and the qualified trust services provided thereby. In the course of 2020, RRT will continue carrying out the supervision of compliance of trust service with the requirements set forth in Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 as well as other regulations. One of the initiatives intended to be implemented in 2021 is an assessment of the operational documents and conformity assessment reports of all the trust service providers.

RRT together with its partners – the National Education Agency, the association 'Langas į ateitį' and PE 'Vaikų linija' will participate in the activities of the ongoing Safer Internet project. During 2020, RRT will continue operating the Internet hotline 'Clean Internet', respond immediately to reports of illegal and harmful content on the Internet, managing the website [www.svarusinternetas.lt](http://www.svarusinternetas.lt), remain an active participant in and promote the international Internet hotline association INHOPE, and continue coordinating international actions in combating illegal activities and harmful content on the Internet.

Together with Information Society Development Committee under the Ministry of Economy, the Association 'Langas į Ateitį', Martynas Mažvydas National Library of Lithuania and Ministry of the Interior of the Republic of Lithuania, will continue the project '*Connected Lithuania: Effective, Safe and Responsible Digital Society in Lithuania*' launched in 2018. RRT will be preparing and distributing educational materials on trust services, electronic signatures and safe use of the Internet, and will continue to provide potential users of electronic signatures with the technical means required for signing electronic signature, i.e. chip card readers.

### **Promotion of investments in next generation wireless broadband communication networks and of harmonised development of advanced technologies and services.**

Seeking to put in place a more efficient regulation of electronic communications market that is consistent with the peculiarities of the modern technology and market specificity, and be able to meet the rapidly growing demand for internet access services and the high capacity fifth generation (5G) mobile radio networks on 11 December 2018 European Parliament and the Council passed Directive (EU) 2018/1972 establishing the European Electronic Communications Code. Member States of the EU were obliged by no later than 31 December 2020 rearrange the 3400-3800 MHz radio frequency band by making available sufficiently large sections of that frequency band, and permit using at least 1 GHz of the 24.25-27.5 GHz radio frequency band, if there is a demand on the market side. By the end of 2020 RRT will complete the analysis of the use of those frequency bands, draw up the plans for the development of radio communication, and carry on the procedures for international coordination and allocation of radio frequencies (channels) from those radio frequency bands.

Decision (EU) 2017/899 of the European Parliament and of the Council of 17 May 2017 on the use of the 470-790 MHz frequency band in the Union committed the Member States to allow the use of the 694-790 MHz (hereinafter – 700 MHz) frequency band for terrestrial systems capable of providing wireless broadband electronic communications services until 30 June 2020, and allow to use the 470-694 MHz ('sub-700 MHz') frequency band for the terrestrial provision of broadcasting services, including free television by 2030. On that basis, Order No. 1V-731 of 10 August 2018 of the Director of RRT 'On the approval of the plan for the development of radio communications development within 470-790 MHz radio frequency bands' approved the plan for the development of radio communications within the 470-790 radio frequency band. The plan clearly defines the 700MHz frequency bands in which the fifth generation (5G) mobile radio communication networks could be deployed, the

purpose of such networks, the procedure for the allocation of frequencies (plans), the general terms for the use of radio frequency (channels), the minimum requirements for the development of terrestrial radio communication systems, and the use of the radio frequencies (channels) from the 700 MHz radio frequency band, including for the purpose broadcasting TV programmes. In 2020–2022 RRT will be putting in place preparatory measures to free the 700 MHz radio frequency band from television broadcasting services in Lithuania and neighbouring countries, so that starting from 2022 RRT could start issuing permits to use radio frequencies (channels) from this radio frequency band, and the holders of permits could install terrestrial radio communication systems to enable households on state highways and certain designated territories to receive electronic data transmission services of no less than 30 Mb/s in speed.

The Commission implementing decision (EU) 2019/235 of 24 January 2019 committed the Member States to allow the use of 3400-3 800 MHz band for terrestrial systems capable of providing next generation (5G) mobile broadband electronic communication services. Part of the band in that frequency range is already used in Lithuania, therefore RRT is planning to rearrange the radio frequencies (channels) already allocated, so that the radio frequencies from that frequency band could be used for the needs related to the deployment of the next generation (5G) mobile radio communication technologies. In 2020, RRT will be launching an auction for the right to use the radio frequencies (channels) from the 3400-3800 MHz radio frequency band, and issuing the permits to use the respective radio frequencies (channels) to the winners of the auctions.

According to the requirements of Commission Implementing Decision (EU) 2019/784 of 14 May 2019 on harmonisation of the 24,25-27,5 GHz frequency band for terrestrial systems capable of providing wireless broadband electronic communications services in the Union by 30 March 2020, Member States shall designate and make available on a non-exclusive basis the 24,25-27,5 GHz frequency band for terrestrial systems capable of providing wireless broadband electronic communications services. Part of that radio frequency band is used for other needs, but there is a possibility to allocate to mobile communication operators a narrower radio frequency band (about 1 GHz), therefore by 2020, if necessary, the eligible market participants will be able to use radio frequencies (channels) from the 26.3-27.5 GHz radio frequency band.

RRT will seek to agree with the telecommunications administrations of the Russian Federation and the Republic of Belarus on the use of the 700 MHz, 1427–1517 MHz, 3400–3800 MHz and 24.25–27.5 GHz radio frequency bands; thus RRT will be seeking to ensure that the radio frequencies in the band could be used in Lithuania in accordance with parameters set out in the decisions of the European Commission, or that the deviation from the parameters is as small as possible.

According to the draft guidelines for the deployment of the 5G communication development produced by a working group set up by Decree No. 4-7 of 12 March 2019 by the Chancellor of the Ministry of Transport and Communications, RRT is responsible for the following measures:

- Hold  
ing an auction for the right to use radio frequencies (channels) from 3.4-3.8 GHz and 694-790 radio frequency bands by Q2 2020. There being no possibility to hold an auction for the frequencies simultaneously, RRT is instructed to set a term and the conditions for holding an auction for 694-790 MHz radio frequency band.

- Identifying  
the demand and, if necessary, allocating the radio frequencies from 24.25-27.5 GHz radio frequency band to communications operators by Q 4 2020.

- In  
cooperation with the Ministry of Environment and the Ministry of Transport and Communications amending the requirements of the Construction Technical Regulations and the Regulation on the Installation of Electronic Communications Infrastructure in order to ensure mobile communications coverage in all public buildings.

- In  
cooperation with the Ministry of Transport and Communications drawing up and implementing legal measures

designed to promote the development of mobile services for Internet-based and machine-to-machine interoperability devices.

With a view to simplifying the procedure for registration of mobile communications base stations, during 2020 RRT is planning to modernise the Radio spectrum control information system by creating a possibility to automatically collect, process and accumulate information about the mobile communications operators base stations on a single platform, that will facilitate the supervision of the mobile service base stations, accelerate the registration of base stations, minimise the probability of human errors and radio interferences, and will ensure a more efficient monitoring of the base stations of the mobile service.

Seeking to simplify the procedure of signing-in and authorization through the Electronic Government Gateway and to increase the security of the Radio Spectrum Management Information System, during 2020 RRT is planning to modernize the Internet portal of the Radio Spectrum Management Information System.

### **Ensuring effective competition in the rail transport sector and prevention of power abuse on the rail transport services market.**

Directive (EU) 2016/2370 of the European Parliament and of the Council of 14 December 2016, set new requirements binding to the EU Member States in the areas of the independence, non-partiality and financial transparency of the railway infrastructure manager's activities. The amendments to the Railway Transport Code of the Republic of Lithuania adopted in that light came into force on 1 June 2019, and as of 8 December 2019, RRT is obliged to ensure the conditions for emergence of efficient competition in the railway transport sector. Seeking to prevent any possibility for the public infrastructure manager and/or the operators of railway service facilities to abuse their influence in the rail transport services, if necessary, in 2020 RRT will initiate amendments to the legal acts regulating the supervision of the railway transport market. Once implemented the new regulatory framework for the railway transport sector will promote transparency and competition in the market of railway transport services, which will ensure that all the economic entities in Lithuania could enjoy the same operating conditions as those operating in other EU Member States. After the public railway infrastructure manager completes an assessment of the segments in the rail transport market, and publishes a list of rail transport market segments upon which mark-ups can be levied, RRT will engage in the supervision of identifying the segments of railway transportation market, another issue in focus being the analysis of the charge for the minimum access package, and an audit of the cost accounting segregation at *AB Lietuvos geležinkeliai*.

### **Ensuring the consistency between the charge for the registration of objects and submission of documents and the related operational costs**

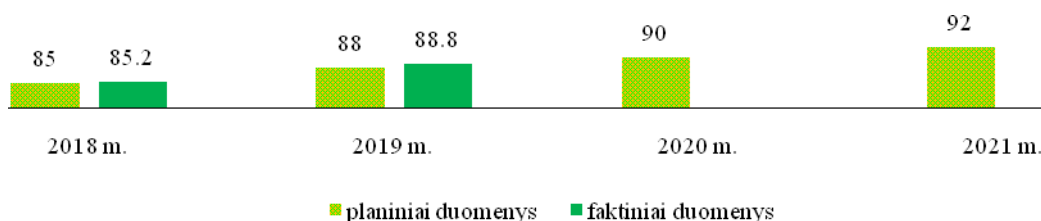
Seeking to ensure that the charges for the submission of documents do not exceed the related costs, in 2020 RRT will carry out an assessment of the reasonableness of the charge for the registration of register objects and submission of documents. RRT will be collecting and publishing a summarised information on the implementation of the provisions of the '*Description of the procedure for the calculation of charges for the registration of register objects and submission of documents, payment of the fee for registration of the register objects, register data, register information, documents submitted to the register and/or copies thereof, and the submission of data to the state information systems*' approved by Resolution No. 45 of 10 January 2018 of the Government of the Republic of Lithuania.

## 11. IMPLEMENTATION OF IMPACT EVALUATION FACTORS OF STRATEGIC OBJECTIVES IN 2019

**Strategic objective I.** Enhance the effective competition in the fields of electronic communications and postal activities, ensure efficient use of electronic communications resources and protect the rights of ICT and postal service users, thus accelerating the development of digital society. RRT implements Strategic objective I according to the .Communications Management and Control Programme (launched in 2001 and continuously implemented during 2019).

Fulfilment of the criteria for assessing the impact of Strategic Objective I in 2019				
Assessment criterion code	Assessment criterion name and measurement unit	Target value	Actual Value 2019	Criterion fulfilment
E-01-01	Share of households with an opportunity to use 30 Mb/s or higher speed data transmission service provided by means of wireless technology (% of all households)	88.0	88.8	100.9
E-01-02	Share of active mobile communications end service users using the services of data transmission via LTE network (% of all active mobile communications end service users)	45.0	52.0	115.6
E-01-03	Share of households with access to 30 Mb/s or higher speed data transmission service provided by means of wireless technology (% of all households)	51.0	47.0	92.2
E-01-04	Development of the market of postal services in terms of revenue (compared to the previous year, %)	4.9	11.7	238.8
E-01-05	Growth in the qualified electronic signature certificates created by trust service providers (compared to the previous year, %)	5.0	-1.5	-30.0

**Impact assessment criterion E-01-01.** Share of households with an opportunity to use 30 Mb/s or higher speed data transmission service provided by means of wireless technology; this criterion allows assessment of the development of high-speed data transmission wireless radio communications network, and reflects the accessibility of the networks to the public. In 2019, the actual value was based on the test calculations of LTE high-speed rate using the new (not completely harmonised) propagation model, is preliminary and may differ in the future. The value was obtained assuming that the LTE network load level was 50%. The criterion was fulfilled by 100.9 % (see Fig. 31).



Target data	Actual data
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Fig. 31. Impact criterion E-01-01. Share of households with an opportunity to use 30 Mb/s or higher speed data transmission service provided by means of wireless technology (% of all households)

**Impact criterion E-01-02.** Share of active mobile communications end service users using the services of data transmission via LTE network (per cent of all active mobile communications end service users); the criterion reflects the efficiency of the actions performed by RRT ensuring the affordability of the most advanced electronic communications services. The criterion was fulfilled by 115.6 per cent (see Fig. 32). In 2019, there were 2.4 million users of 4G (LTE) network, i.e. the number of users increased by 14.4 per cent (2.1 million in 2018).

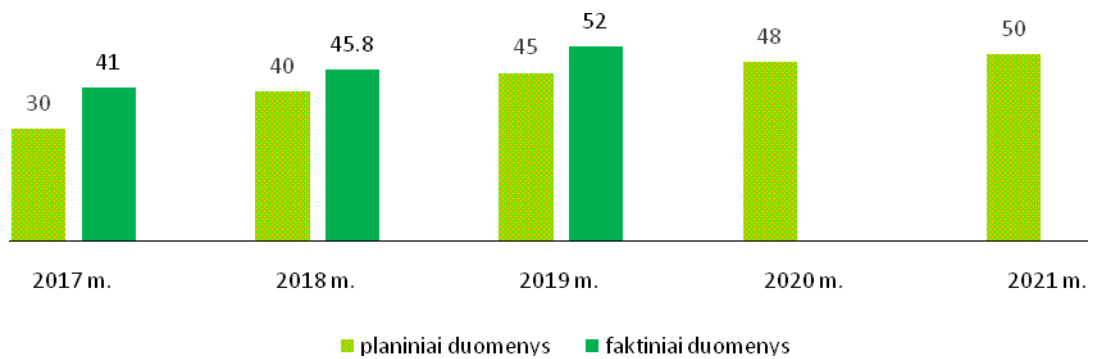


Fig. 32. Impact criterion E-01-02 – share of active mobile communications end service users using the services of data transmission via LTE network (% of all active mobile communications end service users)

**Impact criterion E-01-03.** Share of households with access to 30 Mb/s or higher speed data transmission service provided by means of wireless technology (% of all households); the criterion shows the dynamics of the use of advanced electronic communications services. On the basis of this criterion the activities of RRT are guided towards the areas able to boost the service accessibility and affordability. The choice of Internet services users to migrate the mobile communications and the changing consumer habits in response to the most advanced technological solutions (intensive interpersonal communication use of payment, routing and apps) could account for only a marginal increase, by a mere 0.4 per cent, in the number of fixed communication technologies subscribers (in 2019 there were 791,800 subscribers, and 788,400 in 2018). Criterion fulfilled by 92.2 per cent (see Fig. 33).

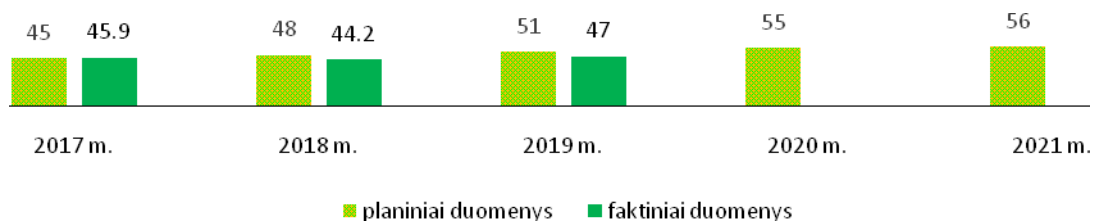


Fig. 33. Impact criterion E-01-03. Share of households with access to 30 Mb/s or higher speed data transmission service provided by means of wireless technology (% of all households)

**Impact assessment criterion E-01-04.** Growth of the market of postal services in terms of revenue (compared to the previous year, in per cent). The criterion shows the dynamics of the postal service market according to income. In terms of the revenues the postal services market was growing by 11 per cent and

accounted for EUR 191.1 million (EUR 171.1 million in 2018 and EUR 147.1 million in 2017). Postal service providers were specifically making efforts to enhance the accessibility of more convenient method to dispatch and receive goods in major Lithuanian cities, thus the number of self-service parcel terminals (Lith. – paštomatai) was growing by 2.6 times (from 2014 in 2018 to 550 in 2019). During 2019, the number of postal parcels increased by 2.9 per cent, reaching 84.7 million units (82.3 million and 75.3 million in 2018 and 2017). Criterion fulfilled by **238.8 per cent** (see Fig. 34).

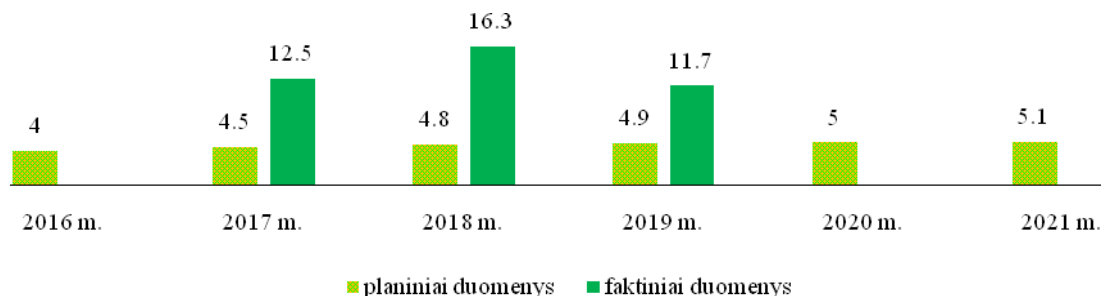


Fig. 34. Impact criterion E-01-04. Growth of the market of postal services in terms of revenue (compared to the previous year, per cent)

**Impact criterion E-01-05.** Growth in the qualified electronic signature certificates created by trust service providers (compared to the previous year, in per cent). The criterion shows the change during the accounting year in the number of qualified electronic signature certificates created by trust service providers.

**During 2019 the total number of qualified electronic signature certificates issued to Lithuanian residents increased by 67.9 per cent.** (926,164 in 2018 and 1,555,048 in 2019). RRT was providing consultations to natural and legal persons, organised seminars for representatives of Lithuanian businesses on issues of trust services and eIDAS regulation, was managing the internet website <https://elektronisparasas.lt>, containing the remote training system <https://mokykis.elektronisparasas.lt> and useful information about electronic signature, electronic stamp, practical ways of using them, detailed instructions on how to sign an electronic document using a dedicated software; the trainees were also invited to take a test of their knowledge. In the course of the reporting period RRT was successfully progressing with the activities in the area of trust services under the project '*Connected Lithuania: Efficient, Safe and Responsible Digital Society in Lithuania*': RRT created two training videos and 4 briefings on the topic of electronic signature were created, purchased 50,000 chip card readers that were handed over to Lithuanian libraries for distribution to potential users of electronic signatures. All this increased the confidence and interest of the Lithuanian population in trust services and the use of a qualified electronic signature. Majority of the Lithuanian residents chose electronic signature tools that they can have installed in their mobile or smart device. 56.4 per cent of all the qualified electronic signature certificates were issued to Lithuanian residents by the Estonian company *SK ID Solutions*, which issued the certificates together with SIM cards and the Smart-ID application. **The number of qualified certificates issued by Lithuanian trust service providers decreased by 1.5 per cent** (688,428 and 678,017 of effective certificates in, respectively, 2018 and 2019). In 2019, there were two qualified trust service providers authorised to issue qualified electronic signature certificates: Identity Documents Personalisation Centre under the Ministry of the Interior of the Republic of Lithuania (IDPC), State Enterprise Centre of Registers (CR)

**Criterion fulfilled (-30) per cent.** (See Fig. 35)

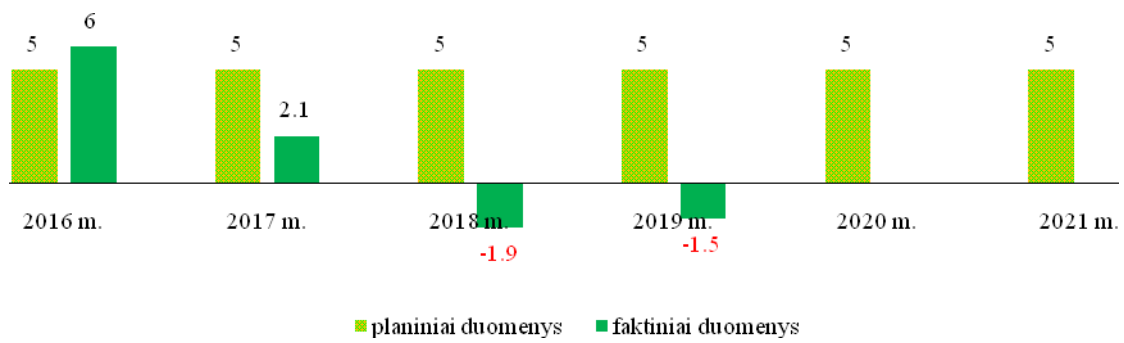


Fig. 35. Impact criterion E-01-06. Growth in the number of qualified electronic signature certificates created by trust service providers (compared to the previous year, %)

**Strategic objective II.** Work towards the ensuring conditions for effective competition in the railway transport service market and preventing the abuse of the market power held by the public railway infrastructure manager, railway undertakings (carriers), railway service facility operators on the railway transport service market. RRT is implementing this strategic objective by carrying out the Railway Transport Market Regulation Programme that was initially launched in 2017.

Fulfilment of the criteria for assessing the impact of Strategic Objective I in 2019				
Assessment criterion code	Assessment criterion name and measurement unit	Target value for 2019	Actual value for 2019	Criterion fulfilment in per cent
E-02-01	Development of the market of the railway transport market by volume of transported freight (% , compared to previous years).	0.35	-2.8	-800

**Impact assessment criterion E-02-01.** Development of the market of the railway transport market by volume of transported freight (% , compared to previous years). The criterion shows the dynamics of the railway transport market in terms of the volumes of transported freight, and serves as a tool to assess the status and the trends in the market. As compared to the previous year in terms of the amount of transported freight the railway transport market decreased by 2.8 per cent (59,800,000 t transported in 2018, and 55,209,000 t in 2019). The decrease was partly caused by shrinking freight transportation volumes from Russia, and transportation of fertilisers from Belarus. **Criterion fulfilled by (-800) per cent.** (See Fig. 36)

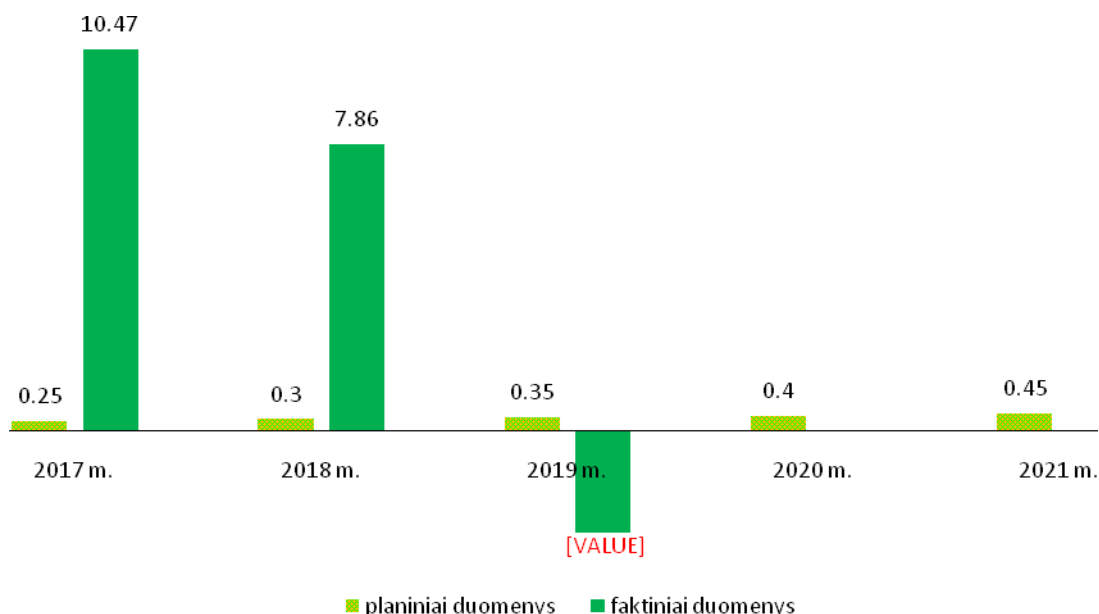


Fig. 36. Impact assessment criterion E-02-01. Development of the **market of the railway transport market by volume of transported freight (per cent, compared to previous years)**.

**Strategic objective III.** Ensure supervision of the calculation of the charges for registration of the Register objects and submission of documents. RRT is implementing this strategic objective III by carrying out the Programme of the Supervision of the Calculation of Charges for the Registration and Submission of Data that was commenced in 2018.

Fulfilment of the criteria for assessing the impact of strategic objective III in 2019				
Assessment criterion code	Assessment criterion name and measurement unit	Target value for 2019	Actual value for 2019	Criterion fulfilment in per cent
E-03-01	Share of the reports on the substantiation of the amount of charges by the related costs (per cent of submitted requests)	100	100	100

**Impact assessment criterion E-03-01.** Share of the reports on the substantiation of the amount of charges by the related costs (per cent of submitted requests). The criterion compares the number of conclusions on the calculation of charges relative to the total requests to submit the conclusion.

In 2019, the SE Centre of Registers submitted the documents supporting the calculation of the charges for the submission of documents in accordance with the provisions of the 'Description of the procedure for the calculation of charges for the registration of register objects and submission of documents, payment of the fee for registration of the register objects, register data, register information, documents submitted to the register and/or copies thereof, and the submission of data to the state information systems'. Having examined and assessed the relevant documents RRT submitted to the CR a negative report (the charges for the services were calculated in



breach of the relevant legal requirements, therefore the institution was instructed to eliminate irregularities and re-submit the documents for inspection) (see Fig. 37). **The criterion was fulfilled by 100 %.**

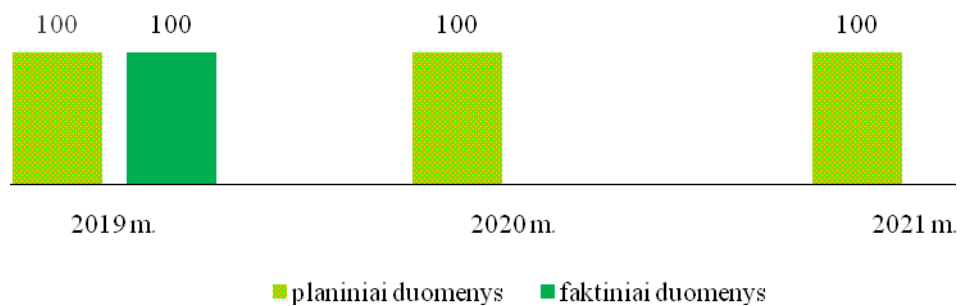


Fig. 37. Impact criterion E-03-01. Share of the reports on the substantiation of the amount of charges by the related costs (per cent of submitted requests)

## 12. ANNEX 1 IMPLEMENTATION OF EVALUATION CRITERIA OF OBJECTIVES AND TASKS OF THE COMMUNICATIONS MANAGEMENT AND CONTROL PROGRAMME FOR 2019

Evaluation criterion code	Names of objectives, tasks, and evaluation criteria, measurement units	Target value for 2019	Actual value, 2019	Fulfillment, per cent
<b>Objective 1. Objective ensuring efficient and transparent competition on the electronic communications and postal service markets</b>				
R-01-81-01-01	<b>The market share of alternative public fixed communications networks and service providers (per cent, in terms of the number of end service users)</b>	12.25	19.5	159.2
<p><i>The number of users of fixed telephone communications services decreased by 13.8 per cent (EUR 367,800 in 2019, and EUR 26.500 in 2018) The number of the service recipient from AB Telia Lietuva has been decreasing on a faster pace – 16.3 per cent (2019 – 295,900, and 353,400 in 2018), than those of other service providers, which decreased by 1.7 per cent (2019 – 71,900, and 73,100 in 2018. The market share of the other suppliers is increasing, and such suppliers most often provide services by using IP protocol.</i></p>				
R-01-81-01-02	<b>Market share held by postal service providers (except AB Lietuvos paštas) (in terms of the revenues, per cent)</b>	63.5	63.7	100.3
<p><i>In 2019, the revenues of AB Lietuvos paštas accounted for EUR 69.3 million (57.4 million in 2018), the revenues of the other suppliers accounted for EUR 121.7 EUR million in 2019, and EUR 113.66 million in 2018. Starting from Q 3 2019, UAB Baltic Post is merged with AB Lietuvos paštas.</i></p>				
R-01-81-01-03	<b>The share of the market of alternative broadband Internet access provided by means of fixed communications technologies, service providers (per cent, in terms of the number of end service users)</b>	49	47.8	97.6
<p><i>As of 31 December 2015, the number of recipients of services provided by all providers of broadband Internet access using fixed communication technologies was 791,800, which as compared to 2018, increased by 3,400. Number of recipients of services available from alternative broadband Internet access providers at the end of the year amounted to 378.6 thousand, i. y. 0.4 thousand less than 2018. The main reasons for the decrease in the number of subscribers were insufficient investments in the development of electronic communications networks compared to similar investments of AB Telia Lietuva, and competitive pressure from AB Telia Lietuva, and other providers of broadband Internet access via mobile networks. Seeking to promote competition in the market of broadband Internet access provided using fixed line technologies, the Authority regulates access to the networks of the largest operator in this market, AB Telia Lietuva. This regulation triggers a positive but still insufficient effect on the development of alternative broadband internet access providers. Against this background, from 2020 the Authority changed the regulation of the conditions of wholesale central access provided by AB Telia Lietuva, improving the terms for alternative service providers to use this access. The effect of the change is expected to be reflected in the statistics 2020.</i></p>				
<b>Task 1 of Objective 1. To ensure that the electronic communications and postal sectors are free from distortion of competition and restrictive practices</b>				
P-	<b>The share of inspections performed on how the</b>	<b>10</b>	<b>10</b>	<b>100.0</b>

Eval uation criterion code	Names of objectives, tasks, and evaluation criteria, measurement units	Ta rget value for 2019 20 19	A ctual va lue, 2019	Fulfil ment, per cent
01-81-01-01-01	undertakings having significant market power follow the imposed obligations (per cent of the imposed obligations)	0	0	
P- 01-81-01-01-02	<b>Total surveys carried out according to European Commission recommendation 2014/710/EU and the other markets that can be subject to ex ante regulation (units).</b>	2	3	150.0
	<i>Market research on call termination in public communications networks provided in fixed locations completed in 2019. Originally the market research was planned to be completed in 2018, but coordination with the European Commission turned lengthy.</i>			
P- 01-81-01-01-03	<b>Share of the EU legislation transposed into domestic law and implemented within the deadlines set within the competence of the Authority (per cent of legal acts to be transposed and implemented)</b>	10 0	10 0	100.0
P- 01-81-01-01-04	<b>The share of examined reports on violations of electronic communications infrastructure installation and use (per cent of the total number of received reports on violations)</b>	10 0	10 5	105.0
	<i>In 2019, 58 notices were received, and total 63 were examined (three of those were received in 2018).</i>			
P- 01-81-01-01-05	<b>The number of planned inspections of electronic communications service providers (units)</b>	18	15	83.3
	<i>The list of entities scheduled to be inspected by the Authority in 2019 was approved by Order No. 1V-175 of 8 February 2019 of the Director. The list of was compiled having completed a repeated evaluation of economic entities and following the model of risk-based supervision of performance of economic entities, and included 15 economic entities.</i>			
P- 01-81-01-01-06	<b>Regular inspections of postal service providers, including their divisions (units)</b>	15	15	100.0
<b>Objective 2. Ensured protection of rights and legitimate interests of ICT and postal services according to the competence of the Authority</b>				
R- 01-81-02-01	<b>Share of radio communication equipment compliant with the administrative requirements under RED regulation (per cent of tested equipment types)</b>	72	69	95.8
	<i>Total radio equipment of 75 types tested and 52 of them were compliant with the administrative requirements of the Regulation.</i>			
R- 01-81-02-02	<b>Share of electric and electronic apparatus compliant with the administrative requirements of EMC regulation (per cent of tested equipment types)</b>	74	77	104.1
	<i>Electric and electronic apparatus of 35 types tested of which 27 complied with the administrative requirements of EMC regulation.</i>			
R- 01-81-02-03	<b>The growth of the number of users of the remote training system for the use of electronic signatures (per cent, compared to the previous year)</b>	5	7. 2	144.0

Evaluation criterion code	Names of objectives, tasks, and evaluation criteria, measurement units	Target value for 2019	Actual value, 2019	Fulfillment, per cent
<p><i>Total consumers in 2018 – 401, and 430 in 2019. In order to implement the functions of the supervisor trust service providers, and to ensure the high-quality provision of assistance and information to the users of trust services, the Authority in 2019 updated the Electronic Signature Remote Training System: users are provided the most up-to-date information on electronic signatures, electronic documents, trust services, they have an opportunity to test knowledge undertaking tests, and receive an electronic certificate on successfully passed test. The upgraded system is adopted for the terminal equipment (tablets, mobile telephones, etc.) and made more readily accessible to the users.</i></p>				
<p><b>Task 1 of Objective 2. Reinforce security of electronic communications networks and information as well as reliability and resistance of electronic communications networks</b></p>				
P-01-81-02-01-01	<p><b>The number of reports on the issues of the security of electronic communications networks and information published on the websites www.esaugumas.lt (units)</b></p>	20	20	100.0
<p><i>12 news releases and eight new articles related to online security and 22 articles</i></p>				
P-01-81-02-01-02	<p><b>The share of investigated reports on websites publishing sensitive information or violating the procedure for dissemination of sensitive information (per cent, of the total number of reports received over the Internet hotline)</b></p>	100	100	100.0
<p><i>Total 998 notifications were received by the Internet hotline about illegal or harmful content on the Internet. RRT examined all the notifications and took follow-up actions in 482 cases: 44 notifications concerned internet websites disseminating sensitive information were forwarded to the Police Department, 42 notifications about internet websites allegedly disseminating illegal information, or act in breach of the procedure for publishing the information were forwarded to the Office of the Inspector of Journalist Ethics 262 notifications were forwarded to the hotlines of other countries, members of INHOPE, 134 notifications were forwarded to internet service providers, website owners or social network owners throughout the world with a notice NTD (Notice and take down) and request to remove the information.</i></p>				
P-01-81-02-01-03	<p><b>The number of published reports on violations of the procedure for control of information prohibited in computer networks of public use and dissemination of restricted public information (pcs.)</b></p>	4	4	100.0
P-01-81-02-01-04	<p><b>The share of examined applications for approval of filtering tools (per cent of the total received applications)</b></p>	100	100	100.0
<p><i>Five applications regarding the approval of four filtering tools (two identical applications submitted by AB Telia Lietuva and Litnet). Two filtering tools were approved, and the other two did not meet the requirements, so were rejected.</i></p>				
<p><b>Task 2 of Objective 2 – supervision of the provision of the electronic communications and postal services, including universal services</b></p>				
P-01-81-02-02-01	<p><b>The share of the complaints received from of electronic and postal service users, including consumers, examined within the competence of the Authority (per cent of the total number of received complaints)</b></p>	100	100.0	99.4

Evaluation criterion code	Names of objectives, tasks, and evaluation criteria, measurement units	Target value for 2019	Actual value, 2019	Fulfillment, per cent
<p><i>The Authority received 473 complaints from electronic communications and postal service providers. All complaints were examined within the terms set forth in legal acts (20 working days with a possible extension of another 20 working days).</i></p>				
P-01-81-02-02-02	The number of planned inspections of cable television networks (CTV) (units)	19	19	100.0
P-01-81-02-02-03	Number of operators' networks subject to the monitoring of the service quality indicators (units)	5	5	100.0
<p><i>AB Telia Lietuva (fixed and mobile), UAB Bitė Lietuva, UAB Tele2, AB Lietuvos radijo ir televizijos centras, mobile communications networks.</i></p>				
<p><b>Task 3 of Objective 2. Assurance of the compliance of radio equipment existing on the Lithuanian market with the mandatory requirements of the Radio Equipment Regulation and the compliance of electric and electronic devices with the EMC regulation.</b></p>				
P-01-81-02-03-01	The number of inspected types of radio equipment for compliance with the administrative requirements of the RED regulation (units)	75	75	100.0
P-01-81-02-03-02	The number of inspected types of radio equipment for compliance with the administrative requirements of the EMC Regulation (units)	35	35	100.0
P-01-81-02-03-03	The number of types of radio equipment taken from the market for laboratory testing in order to determine if they comply with the fundamental requirements of the RED Regulation (pcs.)	25	15	60.0
<p><i>Fewer pieces of equipment tested because of the repair of the device used to check the secondary radiation of radio communications equipment.</i></p>				
P-01-81-02-03-04	The number of types of radio equipment taken from the market for laboratory testing in order to determine if they comply with the fundamental requirements of the EMC Regulation (pcs.)	20	20	100.0
P-01-81-02-03-05	Share of conducted assessments of the compliance of radio equipment with the fundamental requirements of the Radio Equipment Regulations (effective use of radio spectrum and electromagnetic compatibility) and of issued test reports (units).	50	56	112.0
<p><i>Total 16 devices taken from the market were assessed (15 reports) and 50 equipment types placed on the market (41 reports). The increase in the criterion was caused by the tests carried out within the framework of the MSC-RED-10 campaign. In 2019, the economic operators submitted radio communication equipments of 41 types for essential conformity evaluation.</i></p>				
P-01-81-02-03-06	The number of inspected electric and electronic equipment for compliance with the administrative requirements of the EMC Regulation, and total issued reports (units).	85	119	140.0

Evaluation criterion code	Names of objectives, tasks, and evaluation criteria, measurement units	Target value for 2019	Actual value, 2019	Fulfillment, per cent
<p><i>Assessment was completed for 76 electric and electronic devices, 30 medical equipment placed on the market, and 30 motor vehicles. The increase in the criterion was caused by the tests carried out within the framework of the MSC-RED-11 and MSC-RED-12 campaigns. In 2019, the number of new products placed on the market by the country's medical device manufacturers has increased.</i></p>				
<p><b>Task 4 of Objective 2. Supervision of trust service providers and provision of trust services they provide</b></p>				
P-01-81-02-04-01	<p><b>The share of the complaints received from of persons regarding the trust service providers and examined within the competence of the Authority (per cent of the total number of received complaints)</b></p>	100	100	100.0
<p><i>Two complains regarding the activities of trust service providers were received and examined.</i></p>				
P-01-81-02-04-02	<p><b>Share of provided methodological assistance to trust service providers (per cent of all received inquiries)</b></p>	100	100	100.0
<p><i>Two inquiries received, consultations provided on two occasions.</i></p>				
P-01-81-02-04-03	<p><b>Share of provided consultations to trust service providers (per cent of all received inquiries)</b></p>	100	100	100.0
<p><i>108 inquiries received, consultations provided on 108 occasions.</i></p>				
<p><b>Objective 3. Allowing for long-term investments in the electronic communications infrastructure and advanced development of ICT</b></p>				
R-01-81-03-01	<p><b>Share of the territory of the Republic of Lithuania covered by the moderate strength communications of the fourth-generation (4G) mobile radiocommunication networks (per cent of the whole of the territory of the Republic of Lithuania)</b></p>	80	87	108.8
<p><i>The higher-than-expected growth was due to the fact that operators started to deploy 4G networks in the radio frequency bands used for 2G and 3G mobile radio networks.</i></p>				
R-01-81-03-02	<p><b>Assigned radio frequency band width (MHz) harmonised at the EU level</b></p>	948	931	98.2
<p><i>The 3.6 GHz band was initially intended and being prepared for allocation, but the auction was postponed to Q3 2020; the reason is the harmonization of cyber security requirements with the EU. This was essentially the main reason for allocating fewer radio frequencies than originally planned.</i></p>				
R-01-81-03-03	<p><b>Number of registered broadband access mobile radio communication radio stations (units)</b></p>	9,500	14,649	154.2
<p><i>At the end of 2019, there were 14,649 broad-band access mobile radio communications stations 5274 UMTS, 9156 LTE and 219 WiMAX). During 2019, 1,367 new LTE (4G) stations and 232 UMTS (3G) network base stations were built. The increase in the number of broadband access mobile radio stations is largely due to the decision of mobile radio operators to use for the LTE (4G) technology also the radio frequency bands (1800 MHz and 2100 MHz) used for 2G and 3G technologies.</i></p>				
<p><b>Task 1 of Objective 3 – to perform radio frequency (channel) management, supervision of the use thereof, including monitoring and management of other electronic communications resources</b></p>				

Eval uation criterion code	Names of objectives, tasks, and evaluation criteria, measurement units	Ta rget value for 2019 20 19	A ctual va lue, 2019	Fulfil ment, per cent
P- 01-81-03- 01-01	<b>Issued permits to use radio frequencies (channels) within mobile radio communications internal networks (per cent of the total requests received).</b>	95	100	105.3
	<i>Received requests to issue 2018 permits. No request to allocate radio frequencies (channel) and issue permits to use radio frequencies (channels) was rejected.</i>			
P- 01-81-03- 01-02	<b>Issued permits to use radio frequencies (channels) within fixed service radio communications stations (per cent of the total requests received).</b>	80	100	125.0
	<i>Requests to issue 543 permits. No request to allocate radio frequencies (channel) and issue permits to use radio frequencies (channels) was rejected.</i>			
P- 01-81-03- 01-03	<b>Issued permits for the experimental use of radio frequencies (channels) (per cent of the total number of received requests)</b>	90	100	111.1
	<i>Requests to issue 21 permits. No request to allocate radio frequencies (channel) and issue permits to use radio frequencies (channels) was rejected.</i>			
P- 01-81-03- 01-04	<b>Inspections and control measurements of newly installed radio and television broadcasting stations (per cent of the total number of newly installed stations)</b>	100	100	100.0
	<i>All newly established stations were tested. Five TV programmes and four radio broadcasting stations.</i>			
P- 01-81-03- 01-05	<b>The number of inspections of radio and television broadcasting stations (units)</b>	32	35	109.4
	<i>Five TV programmes and four radio broadcasting stations.</i>			
P- 01-81-03- 01-06	<b>The number of inspections of internal radiocommunication networks (units)</b>	137	167	121.9
	<i>Completed inspections: 137 – regular, 8 – new networks, 22 – repeated having established irregularities.</i>			
P- 01-81-03- 01-07	<b>Share of handled complaints from the users regarding radio interference (per cent of all received complaints)</b>	95.5	98.2	102.8
	<i>277 requests received, 272 of them were examined, and five will be examined in 2020.</i>			
<b>Objective 4 – integration into the EU and international regulatory space and efficient activities of the Authority</b>				
R- 01-81-04- 01	<b>The number of permanent working groups and committees of the EU and international organizations in the activities whereof the participation of RRT representatives is ensured (units).</b>	30	49	163.3
	<i>In preparation for the Extraordinary Congress of the Universal Postal Union (UPU) in 2019. and the Ordinary Congress in 2020, RRT has been actively participating in the work of WG on postal services. Getting prepared for the World radio communication conference, RRT has been actively participating in the work of WG on radio communications.</i>			

Evaluation criterion code	Names of objectives, tasks, and evaluation criteria, measurement units	Target value for 2019	Actual value, 2019	Fulfillment, per cent
R-01-81-04-02	<p><b>Performance index of the supervision of economic entities exercised by the Authority (score)</b></p> <p><i>*The target value of the criterion has been determined in accordance with the performance index set for the Authority in 2018 (indicators in 10 categories were referred to to evaluate the performance, the Authority's position is 13th out of 55). In 2019, EIMIN carried out the evaluation for the period of January-May 2018 according to the indicators of category 3, therefore the actual value of the criterion cannot be determined.</i></p>	6	*	-
<b>Task 1 of Objective 4 – integration into the decision making process of the EU and international regulatory space</b>				
P-01-81-04-01-01	<p><b>Number of reports, draft documents, Lithuanian positions agreed and prepared for the participation in the committees of the EU Council, European Commission, Body of European Regulators for Electronic Communications (BEREC), European Postal Regulators Group (ERGP), Conference of European Postal and Telecommunications Administrations (CEPT), International Telecommunications Union (ITU), Universal Postal Union (UPU) committees and working groups, Baltic Regulators' Meeting, other international events.</b></p> <p><i>Increased number of work groups, committees at which RRT is represented, more presentations at international events and draft documents.</i></p>	40	96	240.0
<b>Task 2 of Objective 4. Efficient organization, publicity and control of activities of the Authority</b>				
P-01-81-04-02-01	<p><b>The share of civil servants who participated in in-service training events in the accounting year (per cent of the total number of civil servants)</b></p> <p><i>Part of the professional qualification courses did not take place as the courses did not attract a sufficient number of participants</i></p>	86	84 .1	97.8
P-01-81-04-02-02	<p><b>Accessibility of the information systems of the Authority and their sub-systems in the course of the year (per cent of the total operating time)</b></p> <p><i>The value of the criterion was determined by assessing the amount of technical work performed by the IT department, malfunctions of the Internet service provider's communication, and failure of information systems due to technical obstacles. The criterion was exceeded because of the upgraded network and server, expedient management and handling of any failures in the information systems.</i></p>	90	92	102.2
P-01-81-04-02-03	<p><b>Number of press releases distributed through media channels (units)</b></p> <p><i>The Authority is actively pursuing its activities and consistently informs the society through media channels.</i></p>	50	77	154.0
<b>Objective 5. Ensuring performance of obligations that may be imposed on operators and providers of electronic communications services in the interests of national defence, national security and maintenance of public order as well as in cases of extraordinary circumstances</b>				



Evaluation criterion code	Names of objectives, tasks, and evaluation criteria, measurement units	Target value for 2019	Actual value, 2019	Fulfillment, per cent
R-01-81-05-01	Ensured fulfilment of obligations relating to surveillance of electronic communications traffic (per cent)	100	100	100.0
<p><b>Task 1 of Objective 5. To ensure that operators and providers of electronic communications services perform their obligations that may be imposed on them taking into account the interests of national defence, national security and maintenance of public order as well as in cases of extraordinary circumstances.</b></p>				
P-01-81-05-01-01	The share of the procured equipment used for the purposes stated in Article 77(1) and/or Article 77(4) of the Law on Electronic Communications of the Republic of Lithuania (per cent of equipment to be purchased)	100	100	100.0

### 13. ANNEX 2. IMPLEMENTATION OF EVALUATION FACTORS OF OBJECTIVES AND TASKS OF THE RAILWAY TRANSPORT MARKET REGULATION PROGRAMME FOR 2019

Evaluation criterion code	Names of objectives, tasks, and evaluation criteria	Target value for 2019	Actual value for 2019	Fulfillment, per cent
<b>Task 1. Aim for the conditions of effective competition on the railway transport market</b>				
R-02-82-01-01	Share of applicants' complaints regarding an act and/or omission of the public railway infrastructure manager, railway service facility operators, railway undertakings (carriers), institutions, authorities or organisations examined by the Authority, within its competence, within the set time limits (per cent of all received complaints)	10 0	10 0	100
<i>In 2019, total five complaints were received and examined.</i>				
<b>Task 1 of Objective 1. To ensure that the railway transport market is free from distortion of competition and restrictive practices</b>				
P-02-82-01-01-01	Number of railway transport market monitoring reports drafted and submitted to the EC within the set time limits (per year)	1	1	100

## 14. ANNEX 3. FULFILLMENT OF EVALUATION CRITERIA OF OBJECTIVES AND TASKS OF THE PROGRAMME OF THE SUPERVISION OF THE CALCULATION OF CHARGES FOR THE REGISTRATION AND SUBMISSION OF DATA FOR 2019

Rating criterion code	Names of objectives, tasks, and evaluation criteria, measurement units	Target value for 2019	Actual value for 2019	Fulfillment, per cent
<b>Objective 1. Ensuring the consistency between the charge for the registration of objects and submission of documents and the related operational costs.</b>				
R-03-83-01-01	Share of examined applications regarding the reasonableness of the charge for the registration of Register objects and the submission of documents (per cent of the total requests received)	100	100	100
<i>In 2019, RRT examined one request submitted by the SE Centre of Registers.</i>				
R-03-83-01-02	Share of examined applications regarding the registration of Register objects and the submission of documents at no charge (per cent of the total requests received)	100	0	0
<i>During 2019, no institutions applied to the Authority regarding the reasonableness of compensated costs, therefore no such evaluation regarding the amount of compensated costs.</i>				
<b>Task 1 of Objective 1. To ensure that the salaries for the registration of registry objects and submission of documents correspond to the actual operating costs, and the costs incurred due to free of charge registration of registry objects and submission of documents are properly calculated.</b>				
P-03-83-01-01-01	Number of reports prepared and published within the set deadlines on the implementation of the provisions of the Description of the Procedure for Calculating the Charges or the Submission of Documents (per year) (units)	1	1	100

## 15. ANNEX 4 Financial statements of RRT for 2019

Revenues of RRT for 2019 for the provided services and performed works according to the Communications Management and Control Programme.

o.	RRT revenue groups	Revenues in 2019	
		000	Per cent
.	Monitoring compliance with the conditions for the operation of electronic communications	23,822,89	0.35
.	Supervision of compliance of the terms and conditions of postal services	15,495.74	0.23
.	Proceeds from tenders and auctions for the right to use radio frequencies (channels) and telephone communications numbers	407.78	0.01
.	Setting of the terms for the use of radio frequencies (channels), radio stations and the conditions for engaging in radio amateur activity	124, 264.21	1.83
.	Supervision of the use of radio frequencies (channels), including radio frequencies	5,909,792.17	87.0
.	Supervision of the use of telephone numbers	653, 227.69	9.60
.	Tests on radio equipment and telecommunications terminal equipment, electromagnetic compatibility tests on apparatus and equipment	65, 663.77	0.97
.	Other	901.92	0.01
.	<b>TOTAL (1+2+3+4+5+6+7+8)</b>	<b>6,793,576.17</b>	<b>100</b>

During 2019, RRT was implementing three programmes:

- Communications Management and Control Programme, Code 01.81; Com
- Railway Transport Market Regulation Programme, Code 02.82. Rail
- Programme of the Supervision of the Calculation of Charges for the Registration and Submission of Data, Code 03.83. Prog

Following the Law on the approval of the financial indicators of State budget and the municipal budgets for 2019, EUR 8,537,000 was allocated for the financing of the three programmes implemented by RRT, of which EUR 4,451,000 was designated for wages, EUR 2,342,000 was allocated for the acquisition of assets (of which EUR 1,159,000 represented the appropriation from the State budget was designated to acquire the equipment referred to in Article 77(1) and (4) of the Law on Electronic Communications of the Republic of Lithuania, and EUR 207 of public funds were designated to finance the function of supervision of calculation of charges for document registration and submission.

The revenue premium plan for 2019 for RRT was EUR 7,171,000; Below is presented the information about each programme implemented by RRT.

Total EUR 8,200,000 is intended to finance the Communications Management and Control Programme, of which EUR 4,225,000 was allocated for wages, and EUR 2,335,000 was allocated to acquire property referred to in Article 77(1) and (4) of the Law on Electronic Communications of the Republic of Lithuania, and EUR In 2019, the plan for the premiums according to the Communications Management and Control Programme was EUR 7,041,000.

Pursuant to the Law on the Structure of the Budget of the Republic of Lithuania, Resolution No. 543 of 14 May 2001 of the Government of the Republic of Lithuania 'On the approval of the procedure for the building of the State budget and municipal budgets', the amount of EUR 675,000 of excessive income that was not used was brought forward to 2019 and is used to finance RRT activities in relation of the Communications Management and Control Programme in addition to the appropriations from the State budget. According to the estimate of 16 July 2019, total appropriations to finance the Communications Management and Control Programme are set at EUR 8,875,000 (8,200,00+675,000), which represents the amount including the surplus from the previous year that was not used.

Acting in accordance with Law on Electronic Communications RRT is obliged to assess the reasonableness of all the costs and collected income. RRT assessed the income received and unused in 2018, and in order to balance the revenue and expenditure for 2019, according to Order No. 1V-667 of 27 June 2019 set a a rate of 0.76 as a tariff for the recalculation of the supervision of the use of radio frequencies (channels), including radio monitoring, and of telephone numbers, which has been in force from 1 July 2019 until 30 November 2019. The application of a tariff recalculation coefficient allows achieving a flexible balance of revenue with expenditure, i.e. return to the market its overpayments through reduced rates, if revenues in the current year exceeded expectations, thus ensuring the implementation of the principle that market participants do not pay more than is necessary to ensure proper market regulation and supervision.

During 2019, implementing the Communications Management and Control Programme RRT transferred to the State budget total EUR 6.927,299.8.

#### **Usage of the funds according to the Communications Management and Control Programme implemented by RRT in 2019**

o.	N	Expense category name	Communications Management and Control Programme
			Cash expenses, 2019 (EUR)
	1.	<b>Expenses, total</b>	<b>5,556,277.43</b>
		of which:	
1.	1.	Employee compensation	4,146,261.61
2.	1.	Social insurance contributions	129,376.39
3.	1.	Costs of the use of goods and services	1,211,459.25
4.	1.	Social benefits (allowances)	68, 892.92
5.	1.	Other expenses for current objectives	287.26

2.	<b>Expenditures of tangible and intangible assets</b>	<b>2,031,022.31</b>
	Of which:	
2.	for acquisition of non-current assets	2,031,022.31
1		
3.	<b>TOTAL (1+2)</b>	<b>7,587,299.74</b>

Note. \* Of the amount EUR 1,156,169.77 was used to acquire from the State budget the equipment referred to in Article 77(1) and/or Article 77(4) of the Law on Electronic Communications.

In 2019, EUR 130,000 will be allocated to fund the Railway Transport Market Regulation Programme; of the total amount EUR 82000 will be allocated to employee compensation, and EUR 0.00 allocated to acquire assets. In 2019, estimated revenue plan according to the Railway Transport Market Regulation Programme was EUR 130,000.

Pursuant to the Law on the Structure of the Budget of the Republic of Lithuania, Resolution No. 543 of 14 May 2001 of the Government of the Republic of Lithuania 'On the approval of the procedure for the building of the State budget and municipal budgets', the amount of EUR 20,000 of excessive income that was not used was brought forward to 2019 and is used to finance RRT activities in relation of the Railway Transport Market Regulation Programme in addition to the appropriations from the State budget. According to the estimate of 13 March 2019, total appropriations to finance the Railway Transport Market Regulation Programme amounted to EUR 150,000 (130,000+20,00) which represents the amount including the surplus from the previous year that was not used, and payable to the state budget.

During 2019, in relation to the implementation of the Railway Transport Market Regulation Programme RRT transferred to the State budget total EUR 117,124.

#### **Usage of the funds according to the Railway Transport Market Regulation Programme implemented by RRT in 2019**

o.	N	Expense category name	Railway Transport Market Regulation Programme
			Cash expenses, 2019 (EUR)
1		<b>Expenses, total</b>	<b>123,934.99</b>
		of which:	
.1.	1	Employee compensation	80, 025.41
.2.	1	Social insurance contributions	1, 160.36
.3.	1	Costs of the use of goods and services	32, 648.41
.4.	1	Social benefits (allowances)	3, 203.03
.5.	1	Other expenses for current objectives	0.0
.	2	<b>Expenditures of tangible and intangible assets</b>	<b>0</b>
		If which:	

2 .1	for acquisition of non-current assets	0
3	<b>TOTAL ASSETS (1+2)</b>	<b>123,934.99</b>

An allocation of EUR 207,000 for funding the programme for the supervision of the calculation of the charges for data registration and document submission includes EUR 144,000 for wages and EUR 7,000 for assets acquisition. The programme is funded from the State budget.

**Use of the funds under the programme for the supervision of the calculation of the charges for data registration and document submission implemented by RRT in 2019.**

N o.	Expense category name	Programme of the supervision of the calculation of charges for the registration and submission of data, Code 03.83.
		Cash expenses, 2019 (EUR)
1	<b>Expenses, total</b>	<b>197,388.62</b>
	of which:	
1 .1.	Employee compensation	142,932.38
1 .2.	Social insurance contributions	2,072.53
1 .3.	Costs of the use of goods and services	48,768.71
1 .4.	Social benefits (allowances)	3,615.0
1 .5.	Other expenses for current objectives	0.0
2	<b>Expenditures of tangible and intangible assets</b>	<b>6,944.63</b>
	Of which:	
2 .1	for acquisition of non-current assets	6,944.63
3	<b>TOTAL ASSETS (1+2)</b>	<b>204 33.25</b>

## 16. ANNEX 6. Orders of the Director of RT passed in 2019

1. Order No. 1V-91 of the Director of RRT of 28 January 2019 'On the amendment of Order No. 1V-893 of the Director of RRT of 9 September 2010 'On the approval of the list of radio frequencies (channels) that can be used without a separate permit''.

2. Order No. 1V-240 of the Director of RRT of 26 February 2019 'On the approval of the security documents of the information systems of the Communications Regulatory Authority of the Republic of Lithuania';

3. Order No 1V-252 of the Director of RRT of 27 February 2019 'On the amendment of Order No. 1V-656 of the Director of RRT of 29 May 2015 'On the approval of the regulations on the management of numbers and codes and the right to use domains with the name of Lithuania and on the information system of the administration of the list of electronic communications service and network providers and of the regulations on security of the management of numbers and codes and the right to use domains with the name of Lithuania and on the information system of the administration of the list of electronic communications service and network providers“;

4. Order No 1V-273 of the Director of RRT of 4 March 2019 “On the amendment of Order No 1V-1188 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 15 December 2010 “On the approval of the list of legal acts regulating the activity of the Communications Regulatory Authority of the Republic of Lithuania or establishing the requirements for the areas of supervision performed by the Communications Regulatory Authority of the Republic of Lithuania”;

5. Order No. 1V-285 of the Director of RRT of 05 March 2019 'On the amendment of Order No. 1V-1070 of the Director of RRT of 02 December 2005 'On the procedure of granting the right to engage in radio amateur activity and the approval of the description of the conditions for engaging in such activities'.

6. Order No. 1V-477 of the Director of RRT of 02 May 2019 'On the amendment of Order No. 1V-526 of the Director of RRT of 01 June 2018 'On the approval of the description of the requirements for the assigning the costs to document processing activities'

7. Order No. 1V-478 of the Director of RRT of 02 May 2019 'On the amendment of Order No. 1V-1255 of the Director of RRT of 20 December 2018 ““On the Approval of the Typical Terms of Reference of the Calculation of Salaries for the Submission of Documents and Verification of Compensated Costs”.’

8. Approved by Order No. 1V-521 of 15 May 2019 of the Director of RRT 'Regarding the approval of the Description of the procedure for the exemption of railway service facilities operators from the provisions of the European Commission implementing Regulation (EU) 2017/2177'.

9. Order No. 1V-594 of the Director of RRT of 4 June 2019 'On the Approval of the Typical Terms of Reference of the Calculation of Salaries for the Submission of Documents and Verification of Compensated Costs'.\_\_\_\_\_“;

10. Order No. 1V-666 of Director of TRRT of 27 June 2019 'On the amendment of Order No. 1V-293 of the Director of RRT of 16 September 2004 'On the approval of the rules for imposing economic sanctions';

11. Order No. 1V-667 of the Director of RRT of 27 June 2019 'On setting the rate coefficient for the supervision of the use of radio frequencies (channels), including radio monitoring and the use of telephone communications numbers'.

12. Order No. 1V-781 of 23 July 2019 of the Director of RRT 'On setting the terms for replies to requests for access to railway service facilities and the services provided at such facilities“.

13. Order No. 1V-842 of Director of TRRT of 08 August 2019 'On the amendment of Order No. 1V-17 of the Director of RRT of 08 January 2007 'On the approval of the rules for the use of vessel and aircraft stations'.

14. Order No. 1V-843 of the Director of RRT of 08 August 2019 'On the amendment of Order No. 1V-893 of the Director of RRT of 9 September 2010 'On the approval of the list of radio frequencies (channels) that can be used without a separate permit”.

15. Order No. 1V-844 of Director of TRRT of 08 August 2019 'On the amendment of Order No. 1V-960 of the Director of RRT of 10 October 2011 'On the approval of the rules for granting access, including connecting of the network and the rules of such application'.



16. Order No. 1V-919 of the Director of RRT of 5 September 2019 'On the amendment of Order No. 1V-698 of the Director of RRT of 21 June 2016 'On the approval of the national table of radio frequency allocation and plan of the use of radio frequencies and repealing some orders of the Director of the Communications Regulatory Authority of the Republic of Lithuania';

17. Order No. 1V-956 of Director of TRRT of 16 September 2019 'On the amendment of Order No. 1V-419 of the Director of RRT of 28 April 2005 'On the approval of the plan for the development of the digital terrestrial television';

18. Order No 1V-986 of the Director of RRT of 25 September 2019 "On the amendment of Order No 1V-332 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 28 February 2013 ,On the approval of the rules for the provision of postal service and repealing some orders of the Director of the Communications Regulatory Authority of the Republic of Lithuania.;

19. Order No. 1V-991 of the Director of RRT of 26 September 2019 'On the amendment of Order No. 1V-340 of the Director of RRT of 08 April 2005 'On the approval of the description of the general conditions for engaging in electronic communications activities';

20. Order No. 1V-1060 of Director of RRT of 18 October 2019 'On the amendment of Order No. 1V-394 of the Director of RRT of 25 April 2018 'On the Approval of the Rules on Assurance of Integrity of Public Communications Networks';.

21. Order No. 1V-1245 of the Director of RRT of 05 December 2019 'On the amendment of Order No. 1V-893 of the Director of RRT of 9 September 2010 'On the approval of the list of radio frequencies (channels) that can be used without a separate permit".

22. Order No. 1V-1297 of the Director of RRT of 23 December 2019 'On the approval of the descriptions of the administrative services provided by the Communications Regulatory Authority of the Republic of Lithuania';

23. Order No. 1V-1301 of Director of RRT of 23 December 2019 'On the amendment of Order No. 1V-148 of the Director of RRT of 11 February 2005 'On the Approval of the internal Rules of Procedure of the Communications Regulatory Authority of the Republic of Lithuania';

24. Order No. 1V-1304 of Director of RRT of 30 December 2019 'On the amendment of Order No. 060 of the Director of RRT of 18 October 2019 'On the amendment of Order 1V-394 of 25 April 2018 'On the Approval of the Rules on Assurance of Integrity of Public Communications Networks' .

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