RRT

COMMUNICATIONS
REGULATORY AUTHORITY
OF THE REPUBLIC OF LITHUANIA

2020

ANNUAL REPORT

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FOREWORD

Dear readers,

Last year, our plans were fundamentally affected by a global pandemic. The impact of CVID-19 was observed in all fields. At the same time, it became evident that electronic communications played a core role in our lives. The reliable means of communication served as a guarantee for life in Lithuania to continue – have the main services running, enable pupils to continue their learning, allow us work and entertain virtually and, most importantly, keep in touch with people we love. The communications sector proved its maturity and readiness for critical situations as it managed, without greater interruptions, to ensure higher needs for communications technologies both for Lithuanian residents, and businesses. The measurements performed by the Authority demonstrated that the quality of the services remained sufficiently high, and the number of network integrity breaches was even lower than in 2019.

The postal market also coped with the effect of the pandemic. Where many other sectors recorded the drop in income and scope of activities, the total revenue of the postal sector grew by 12% more than a year ago. This resulted from the residents' tendency to shop online during the pandemic and an increased number of postal parcels, as a logical result of the growth of e-commerce.

The pandemic basically changed the conditions of the Authority's activities – we needed to quickly redirect our internal processes, thus ensuring the continuity of our activities and high-quality services provided by the Authority. We managed to turn the challenges of a new reality into new opportunities. We quickly adapted to remote working, we made maximum use of the existing IT resources, we learned to organise our activities in a flexible and creative manner. Namely these developed skills allowed us to successfully continue our work, including international projects with foreign partners. We consider the Twinning Project in Ukraine, which was not disrupted, our great achievement as we were one of the first in Europe who managed to solve all administrative issues and who moved all project activities to a virtual space.

We did not cease to carry out international activities in other formats as well. The number of international organisations we are actively involved in and of documents drafted for them demonstrates a significant contribution of the Authority to the representation of Lithuanian interests. The fact that Lithuania is ranked high in the Global ICT Regulatory Tracker of the International Telecommunication Union (ITU) for several years in a row shows that we are valued as a good example of the regulatory practice at an international scale. Lithuania ranked No 3 as one of the countries best compliant with the regulatory criteria in the area of information communications technology (ICT) in the report ICT Regulatory Tracker published last year.

In 2020, we were looking for ways to adapt technological innovations to our work. Therefore, we willingly participated in the initiative of GovTech Lab for a public sector and provided the ideas as to how the solutions of the start-ups could detect the prohibited online content and carry out the supervision of trust services. We continued our attempts to apply unmanned aircrafts (drones) for the measurements of parameters of antenna diagrams and hard-to-reach radio signal sources. We hope to start using the drones for the control of electromagnetic compatibility and compliance with the conditions for the use of radio frequencies in the near future. Last year, our EMS laboratory

received the unusual objects for testing; one of them was a Lithuanian-manufactured electric bus made of recycled plastic. This laboratory surprised by the record number of tests as well.

However, an especially favourable evaluation of the Authority among its employees could be identified as one of the greatest achievements in 2020. The results of the survey of the Ministry of the Interior revealed that the employees value the satisfaction with their work much higher than the average of the general government sector (score of 7.62 compared with the average of 5.96), whereas as many as 83% would suggest working for the Authority.

An intensive year is ahead of the Authority. In 2021 we are celebrating the twentieth anniversary of the establishment of the Authority, thus, it will be a great occasion to evaluate the journey. Still, there is plenty of significant work to be done. We need to properly prepare for and organise the auctions of radio frequencies necessary to develop new technologies. We also need to complete the transposition of the European Electronic Communications Code – once the recast of the Law on Electronic Communications which establishes the necessary amendments is adopted, we will need to introduce the secondary legislation which is especially important to the market. Moreover, the said draft law provides for the change of the management model of the Authority. Thus, the changes await.

Now, I would like to present in more detail what we did last year, which achievements we enjoyed and which important activities await in the near future.

Sincerely, Feliksas Dobrovolskis

MISSION AND STRATEGIC OBJECTIVES OF 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 validity of the charges for the registration of registry objects and submission of documents.

Strategic goal 1
Management and control of communications

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 users of information and communications technology (ICT) and postal services, thus accelerating the development of digital society.

Strategic goal 2
Railway transport market regulation

Aim for the conditions of effective competition on the railway transport service market and prevent the abuse of the market power held by the public railway infrastructure manager, railway service facility operators on the railway transport service market.

Strategic goal 3
Supervision of the calculation of the charges for registration of the registry objects and submission of documents

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

ACTIVITY OF THE COMMUNICATIONS REGULATORY AUTHORITY

NEBŪK BE RYŠIO

eparašas

e|saugumas

švarus internetas

RESULTS OF RRT'S KEY PERFORMANCE INDICATORS (KPI) IN 2020

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 information and communications technology (ICT) and postal service users, thus accelerating the development of digital society.

COMMUNICATIONS MANAGEMENT AND CONTROL PROGRAMME

Designed to implement strategic objective 1. The programme was launched in 2001.

RESULTS OF 2020: IMPACT ASSESSMENT CRITERIA AND FULFILMENT THEREOF

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) – allows assessing the development of high-speed data transmission via wireless radio networks in Lithuania and demonstrates the accessibility of those networks to the public.
Taking account of the fact that 5G deployment was not commenced in 2020 in Lithuania, the operators developed 4G networks more rapidly by focusing on increasing the capacity of base stations, which affected the growth of the data transmission speed.

Planned value – 90%, achieved value – 93%. The criterion was implemented by 103.3%.

E-01-02 Share of active end users of mobile communications service (by SIM cards) using the services of data transmission via LTE network (% of all end users of active mobile communications service using data transmission services, except M2M service users) – shows the effectiveness of the Authority's actions by ensuring the affordability of advanced electronic communications services and allows directing the Authority's activities towards the fields which would increase the accessibility of the services.
The number of service users using LTE technologies and technologies ensuring higher-speed data transmission grew by 10.8% (2,7 million users in 2020, 2,4 million users in 2019).

Planned value – 77%, achieved value – 82.6%. The criterion was implemented by 107.3%.

E-01-03 Share of households using Internet access of 30 Mb/s speed and higher provided by means of fixed communications technologies (% of all households) – demonstrates the change in the deployment of the next generation Internet access networks which could ensure high-speed internet connection. The criterion is designed to achieve the goal established in Information society Development Programme for 2014-2020 'Digital Agenda of the Republic of Lithuania' – ensure geographically consistent development of high-speed broadband infrastructure and promote the use of Internet access services as well as allow for the opportunity for 100% of the households to use Internet access of 30 Mb/s and higher by 2020.
The overall number of service users of broadband Internet access provided by means of fixed communications technologies went up by 0.6% in 2020, compared to 2019, and accounted for 796.8 thousand (in 2019 – 791.8 thousand).

Planned value – 46%, achieved value – 48.3%. The criterion was implemented by 105.0%.

E-01-04 The growth of the postal service market in terms of revenue (%, compared to the previous year) – shows the change in the postal service market in terms of the revenue. Through promotion of transparent and effective competition on the postal service market, the criterion is intended to ensure the postal service providers' opportunity to use the network managed by Lietuvos Paštas, AB under transparent and non-discriminatory conditions.
Due to different consumption patterns increasingly more goods are purchased online; the COVID-19 pandemic led to the higher need for postal services; the residents were mainly using the services of sending and receiving of parcels; the improved accessibility of postal services resulted in the growth of the postal sector revenue. In 2020, compared to 2019, such revenue increased by 12.1% and accounted for EUR 214.2 million (EUR 191.1 million in 2019). The number of self-service parcel terminals grew by 51.8% in major Lithuanian cities (from 550 units in 2019 to 835 units in 2020), 285 new terminals were installed in 2020 (336 new terminals in 2019).

Planned value – 8%, achieved value – 12.1%. The criterion was implemented by 151.3%.

E-01-05 The growth of the number of qualified certificates for electronic signature generated by trust service providers (%, compared to the previous year) – shows the change in the number of qualified certificates for electronic signature generated by the Lithuanian trust service providers during the reporting year.
The total number of qualified certificates for electronic signature generated for Lithuanian residents went up by 36.5% 1,555,048 in 2019, 2,122,822 in 2020). In 2020, qualified certificates for electronic signature generated by the Estonian company SK ID Solutions accounted for 68.9% of all qualified certificates for electronic signature generated for Lithuanian residents. The number of certificates generated by this company by means of SIM cards and Smart-ID application increased by 66.7% (877,031 in 2019, 1,462,371 in 2020).

Planned value – +2%, achieved value – -2.6%. The criterion was not fulfilled as the competition between the service providers from Lithuania and other EU countries on the market led to the decrease of the number of qualified certificates for electronic signature generated by Lithuanian providers by 2.6% (678,017 in 2019, 660,451 in 2020), although the overall use of e-signature certificates increased significantly.

STRATEGIC OBJECTIVE 2

Aim for the conditions of effective competition on the railway transport service market and prevent the abuse of the market power held by the public railway infrastructure manager, railway service facility operators on the railway transport service market.

RAILWAY TRANSPORT MARKET REGULATION PROGRAMME

Designed to implement strategic objective 2. The programme was launched in 2017.

RESULTS OF 2020: IMPACT ASSESSMENT CRITERIA AND FULFILMENT THEREOF

E-02-01 Growth of the railway transport market by volume of transported freight (%, compared to the previous year) – shows the change in the railway transport market by volume of transported freight and allows assessing the condition and trends of the railway transport market.

Planned value – 1%, achieved value – (-3.2%) The criterion was not implemented due to the lower volume of freight transported by railway transport caused by the outbreak of the COVID-19 pandemic.

STRATEGIC OBJECTIVE 3

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

PROGRAMME OF THE SUPERVISION OF THE CALCULATION OF THE CHARGES FOR REGISTRATION OF THE REGISTRY OBJECTS AND SUBMISSION OF DOCUMENTS

Designed to implement strategic objective 3. The programme was launched in 2018.

RESULTS OF 2020: IMPACT ASSESSMENT CRITERIA AND FULFILMENT THEREOF

E-03-01 Share of conclusions regarding the cost-based justification and correctness of the calculation of the charges for registration of the registry objects and submission of documents (% of all submitted requests) – allows assessing the share of conclusions provided by the Authority with regard to the charges based on cost-orientation comparing to the total number of requests to provide a conclusion.
A positive conclusion was provided on cost-based calculation of the charges for registration of the registry objects and submission of documents by State Enterprise Centre of Registers and correctness of the calculation.

Planned value – 100%, achieved value – 100.0%. The criterion was implemented by 100%.

ACTIVITIES OF THE COMMUNICATIONS REGULATORY AUTHORITY IN FIGURES FOR 2020

MARKET ANALYSES PERFORMED	**Market analysis for voice call termination in individual public mobile communications networks**	**2**
	Market analysis for access to public communications networks at a fixed location granted to customers and service users, except for customers	
PROMOTION OF COMPETITION	Scheduled inspections of activities of 18 electronic communications service providers and 14 postal service providers	32
PROTECTION OF CUSTOMER RIGHTS AND LEGITIMATE INTERESTS	COMPLAINTS handled with regard electronic communications and postal services	533
	DISPUTES examined with regard to electronic communications and postal services	96
	Consultations and methodological assistance provided	4648
MEASUREMENTS OF QUALITY OF SERVICE	Test voice calls made	9079
	SMS sent	9156
	Data transmission tests performed	87817
SPECTRUM MONITORING	Measurements of the strengths of electromagnetic fields (EMF) created by broadcasting stations and of those stations and radiation parameters	4160
	Recorded violations of conditions for the use of radio frequencies	2165
	Tests performed at the request to eliminate radio interference	285
INSPECTION OF RADIOCOMMUNICATION NETWORKS AND STATIONS	Scheduled inspections in the internal radiocommunication network	23
	Scheduled inspections of radio and television broadcasting stations	30
	Remote measurements of signal parameters	60
MARKET SURVEILLANCE	Analysed types of radio equipment imported to Lithuania	1932
	Tests of effective use of radio spectrum and EMC	915
	Participation in EU market surveillance campaigns	2
	Compliance of electrical and electronic apparatus with the administrative requirements of the EMC Technical Regulation verified	50

	Compliance of radio equipment with the administrative requirements of the Radio Technical Regulation verified	50
ALLOCATION OF RADIOCOMMUNICATION RESOURCES	Base stations registered in the public mobile radiocommunication network	2551
	Issued licences to fixed and mobile service stations for the use of radio frequencies	1269
	Issued licences to use orbital resources	4
	Issued licences to engage in activities of radio amateurs	182
	Issued licences to use aircraft stations	177
	Granted right to use ship stations (by issuing a licence and by registering)	294
NUMBERING AND DOMAINS	Granted authorisations to use the state name of Lithuania before the domain '.lt'	44
	Fixed telephone numbers issued	20124
	Mobile telephone numbers issued	164037
SAFETY ONLINE	Reports on unlawful or harmful content on the internet	1373
PUBLIC INFORMATION	Posts in social media	181
	Press releases	77
	Managed websites	7
INTERNATIONAL ACTIVITIES	Participation in activities of international organisations, working groups	49
	International positions developed	60
	International projects implemented	4

ACTIVITY DURING THE COVID-19 PANDEMIC

The number of postal parcels grew by 54.0% as a result of the increasing scale of e-commerce.

Due to the increased load on the mobile networks during the COVID-19 pandemic, the users were ensured the high-quality internet access on all operators' networks.

COVID-19 situation did not affect the quality of mobile communications; the quality of calls made or SMS messages sent on the networks of all operators did not decrease.

915 – the record number of the tests of effective use of radio spectrum and electromagnetic compatibility.

The pandemic affected almost all areas regulated by RRT, it is only that the level of impact made was not the same in all those areas.

The data of RRT shows that the use of mobile communications services highly increased over 2020 in Lithuania. Compared to 2019, the volume of data transmitted by means of mobile communications was higher by 60%, and the duration of calls via mobile communications networks went up by 16.6%. Yet, the growth of the scope of services did not lead to the significant increase of the revenue from the provision of those services: the revenue from the provision of mobile internet services was higher by 16.6% than in 2019, and the revenue from telephone services did not go up. This may be explained by the fact that the service receivers in Lithuania usually use the unlimited call plans, as well as the increasingly popular All-Inclusive plans, furthermore the standard proposals for the same price include increasingly larger volumes of data.

The pandemic led to significant changes in the field of e-commerce and in the postal market which is an essential component of delivery of goods . The number of postal parcels grew by 54.0% as a result of the increasing scale of e-commerce. This raised the revenue of the postal sector – the total postal revenue grew by 12.1% over the year.

In 2020, the volume of transported freight went down by 3.2% in the rail transport sector which is important for freight transport, but this decline is not that significant compared to the passenger segment. As the possibilities to travel reduced due to an emergency situation, the number of passengers transported by rail was lower by 40% in 2020, the passenger train traffic decreased similarly.

After quarantine was announced in the territory of Lithuania by the decision of the Government of the Republic of Lithuania of 16 March 2020, RRT continued its activities. As the priority was given to the safety of RRT staff, all activities which could be carried out by contactless means were moved to remote environments, including the customer service. Fast resolution of organisational issues and restructuring of certain processes ensured the performance of all functions of RRT as well as the quality of services – RRT even increased its capacity in certain cases.

The quality assessment measurements of electronic communications networks were performed. To analyse and assess the potential impact of the network load, which increased during the quarantine, and larger need for internet access services, e.g. for remote work or learning, on the quality of services provided via mobile communications networks, RRT has carried out targeted quality assessment measurements in the selected Lithuanian cities since March 2020. The measurement results showed that despite the increased load on the mobile networks the users were ensured the high-quality internet access and mobile telephone service. Moreover, despite the growth of traffic data by 20-30%, the number of network integrity disruptions did not go up – in 2020, RRT received 10 reports (14 in 2019) on the public communications network integrity breaches that have occurred..

During the entire quarantine period, the accredited Equipment and Devices Electromagnetic Compatibility Control Department of RRT was carrying out the work at a usual mode and even conducted the record number of tests in nineteen years – 915 tests were performed in RRT' laboratory in 2020.

Taking into account the worldwide state of emergency due to COVID-19 pandemic, all physical events, meetings and conferences of the EU institutions and organisations and of international organisations were cancelled as of the middle of February 2020. In Quarter I of 2020, 33 physical meetings were held, later on all events were moved to a virtual space. Not only events but also international projects were moved to virtual space. The Twinning Project carried out by RRT and its partners in Ukraine – one of the first Twinning Projects implemented at the time was launched remotely without interruptions and breaks.

In 2020, RRT submitted information to the European Regulators for Electronic Communications (BEREC) on the situation on the Lithuanian electronic communications networks under COVID-19 conditions. Based on this information, BEREC drafted and published its reports on the state of internet network capacity, regulatory and other measures during the COVID-19 crisis in Europe on a regular basis. Also, RRT submitted information on the measures applied on the International Telecommunication Union platform Reg4COVID.

RRT drafted and published important COVID-19-related information on its website and by other means, it drafted recommendations for remote learning and safe use of the internet, for economic use of electronic resources, uninterrupted provision of electronic communications services and other relevant issues. Details on the information drafted and published by RRT as well as on the impact of COVID-19 on specific aspects of the activity are provided in the chapters below of this report.

OVERVIEW OF THE SECTORS

ELECTRONIC COMMUNICATIONS SECTOR

At the end of 2020, the electronic communications activities were carried out by 127 economic operators (121 economic operator in 2019). In 2020, the electronic communications market players invested EUR 81.7 million in the electronic communications network infrastructure and, compared to 2019, investments went up by 10.5% (see Fig. 1). Investments were made mostly in broadband networks: mobile communications 4G networks (Long Term Evolution, LTE) and optical fibre communication line networks. 38.1% (EUR 31.1 million) of all investments were represented by investments to the mobile communications network infrastructure.

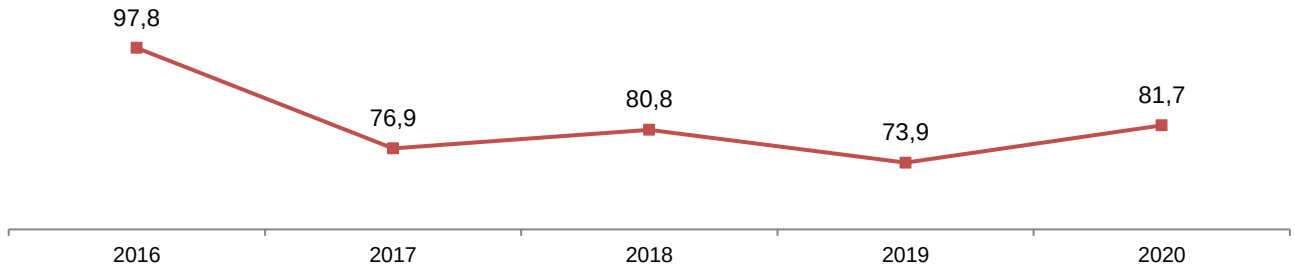


Fig. 1. **Dynamics of investments in the electronic communications infrastructure, EUR million, 2016-2020**

In 2020, the total revenue of the electronic communications sector amounted to EUR 729.6 million and, compared to 2019, increased by 2.2% or by EUR 15.9 million (see Fig. 2). The revenue grew throughout the entire period between 2016 and 2020. The major part of the electronic communications sector revenue (48.6%) was the revenue from the provision of data transmission services, the revenue from the provision of telephony services comprised 38.6%. In 2019, such revenue constituted 44.9% and 43.2%, respectively. Revenue from television and radio services comprised 11.3%, and revenue from the provision of access to physical infrastructure stood at 1.5%.

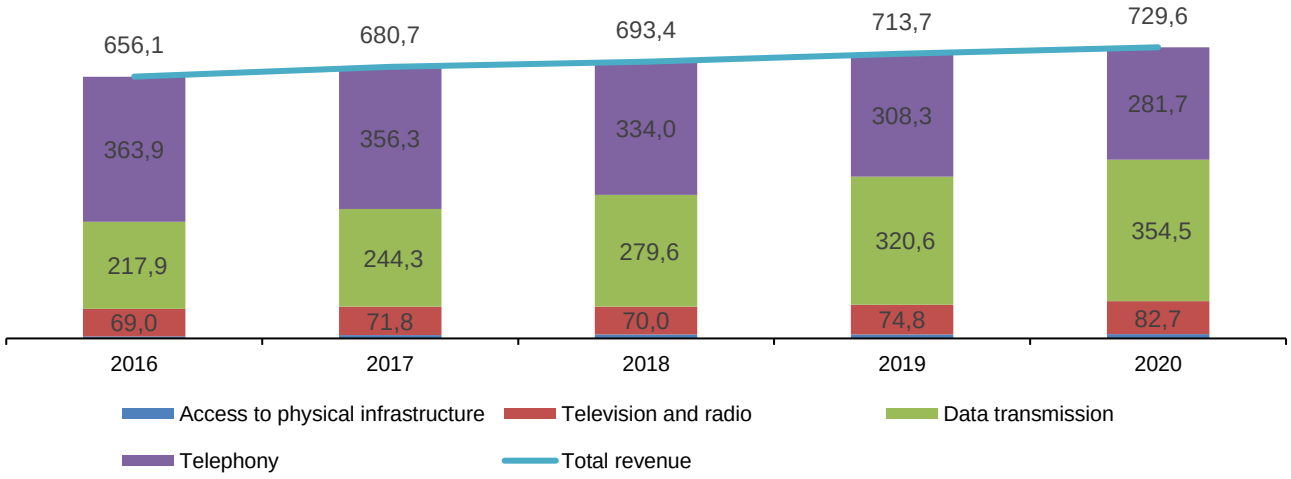


Fig. 2 **Structure of the revenue of the electronic communications sector, EUR million, 2016-2020**

Data transmission services. The data transmission activity is one of the key components of the electronic communications sector. In 2020, compared to 2019, revenue from the provision of data transmission services increased by 10.6% and accounted for EUR 354.5 million (see Fig. 3). Data transmission services (retail and wholesale) may be divided into internet access services and other data transmission services. In 2020, compared

to 2019, the revenue from retail internet access services grew by 12.7% and stood at EUR 327.2 million, while the revenue from the provision of wholesale and other data transmission services decreased by 9.8% and amounted to EUR 27.3 million.

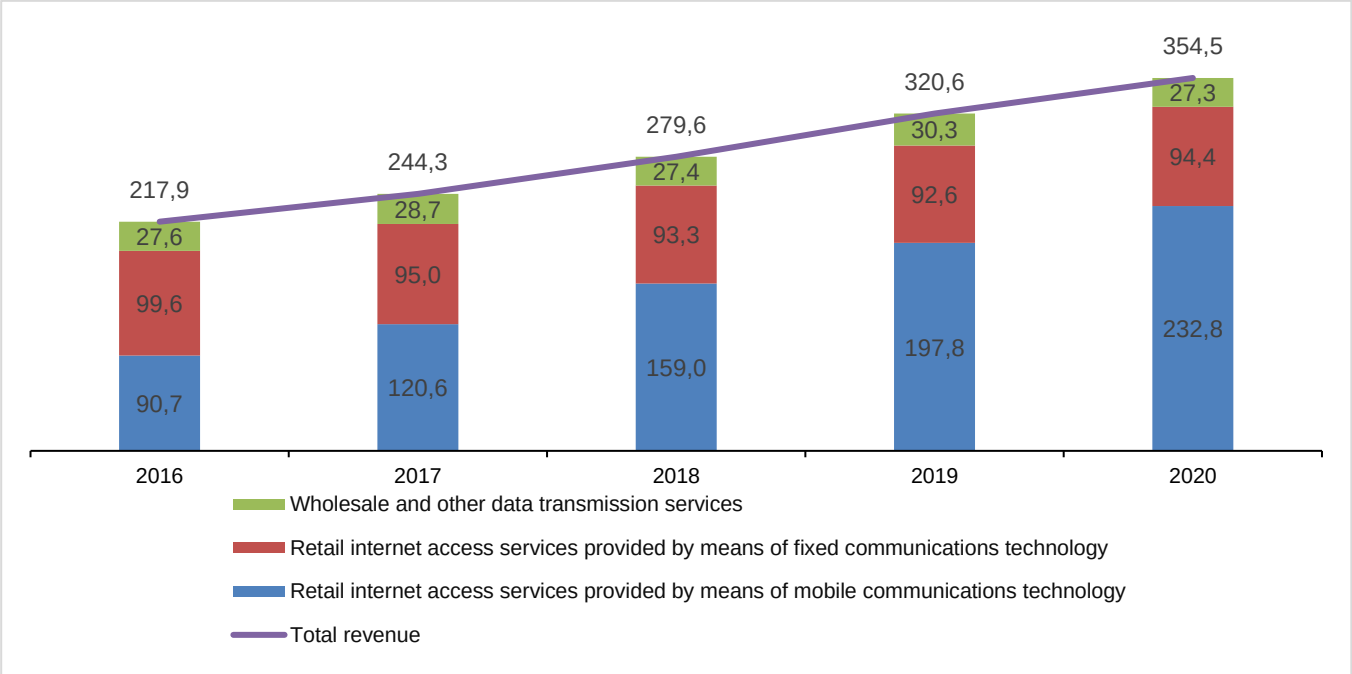


Fig. 3 **Revenue from data transmission services, in EUR million, 2016-2020**

As regards retail internet access services, 71.1% or EUR 232.8 million of the revenue came from Internet access services provided by means of mobile communications technologies. In 2020, compared to 2019, the revenue increased by 17.7% or EUR 35.0 million. The growth of revenue is also reflected by the rising number of active SIM cards used to provide Internet access, especially LTE services (see Fig. 4). Over the year, the number of active SIM cards for the provision of Internet access services increased by 266.2 thousand, or by 9.0%, whereas the number of cards using LTE technologies grew by 261.2 thousand or 10.8%. In 2020, compared to 2019, the number of active SIM cards of retail Internet access services provided by means of mobile communications technologies (Internet access service provision plan 'Data-only') increased most rapidly – by 30.6% or 163.8 thousand.

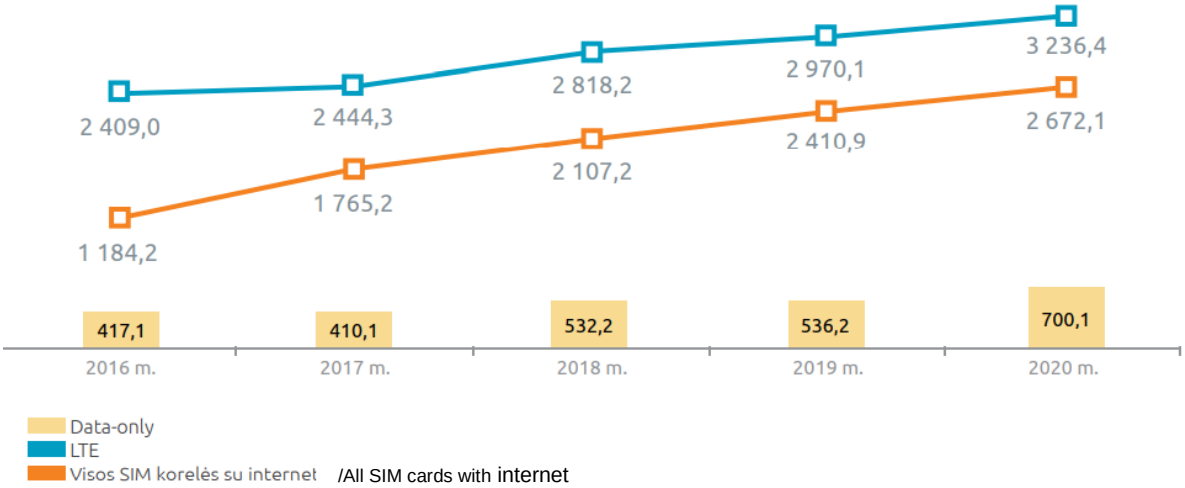


Fig. 4 **The number of subscribers to Internet access services provided by means of mobile communications technologies, in thousands, 2016-2020**

The growth of internet access services provided by means of mobile communications technologies is also demonstrated by the total volume of data transmitted in Lithuania in 2020 which went up by 59.5% and stood at 734 972 TB. In 2020, compared to 2019, the volume of data transmitted by a service user per moth grew by 45.6% and amounted to 20 355 MB (see Fig. 5).

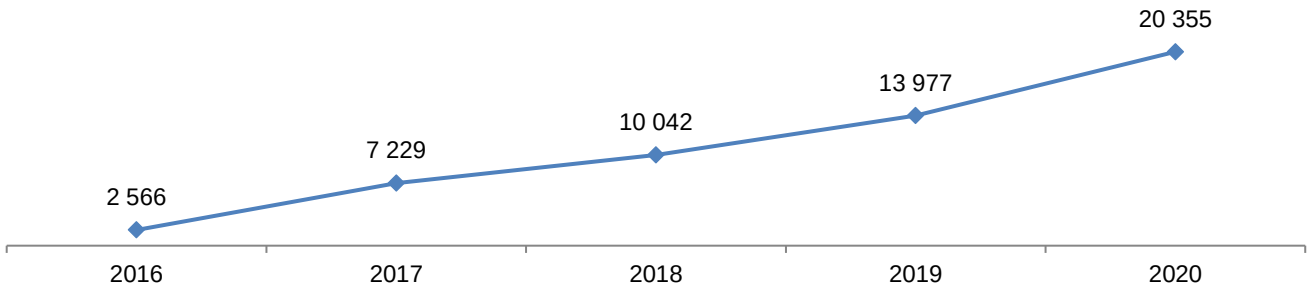


Fig. 5 **Monthly volume of data sent and received by a single service user, MB, 2016-2020**

The growing use of mobile communications technology (LTE) affected the number of internet access subscribers using fixed communications technologies. In 2020, compared to 2019, the number of subscribers to broadband Internet access services provided by means of fixed communications technologies slightly increased – by 5.0 thousand or by 0.6% (see Fig. 6). Optical fibre communication lines (FTTx) remained the main technology to provide Internet access services by means of fixed communications technologies in Lithuania in 2020. The number of subscribers who were provided internet access services via FTTx lines went up by 2.1% or 12.5 thousand in 2020, compared to 2019, and reached 610.1 thousand.

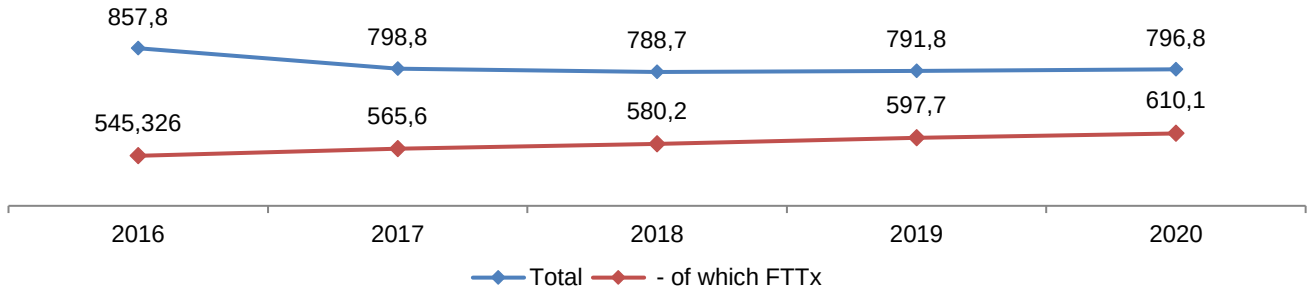


Fig. 6 **The number of subscribers to Internet access services provided by means of fixed communications technologies, in thousands, 2016-2020**

In terms of the number of subscribers by technologies used, 76.6% of internet access service subscribers were using optical fibre lines. The share of this market grew by 1.1 pp over the year. The share of subscribers to Internet access services provided by means of the xDSL technology, which is the second most popular technology, shrank by 0.6 pp and stood at 15.1% (120.2 thousand). The share of subscribers to the internet access services provided via wireless communication technology constituted 5.4% (43.0 thousand) and 2.5% via cable TV networks (19.9 thousand).

Internet access services (30 Mb/s and higher) were provided via optical fibre communication lines (FTTx), cable television networks using DOCSIS 3.0 technology, and via other lines (local networks (LAN)). 81.8% of fixed broadband subscribers were using 30 Mb/s and higher Internet speed. The number of subscribers receiving 30 Mb/s and higher data upload speed increased by 5.6% over the year and stood at 651.7 thousand at the end of 2020. 50.0% of fixed broadband subscribers were using 100 Mb/s and higher Internet speed – the number of such subscribers went up by 3.5% over the year.

Telephone Communication. The number of public fixed telephone service users was decreasing during the period of 2016-2020. In 2020, this number went down by 12.5% or 45.9 thousand and totalled 321.9 thousand at the end of 2020. The number of active subscriber identification cards (SIM cards) used for the provision of public mobile telephone services[1] went down by 32.3 thousand or 0.9% in 2020, compared to 2019, and stood at 3,672.0 thousand at the end of 2020.

The duration of calls originated in public fixed telephone networks which was shrinking during the period of 2016–2019 grew by 3.2% in 2020 and was by 16.3 million minutes longer than in 2019 (see Fig. 7). The duration of calls originated in public mobile telephone networks increased both in 2020 and throughout the entire investigation period – the duration of calls originated in these networks went up by 16.6% in 2020 and the total duration was by 1 501.7 million minutes longer than in 2019.

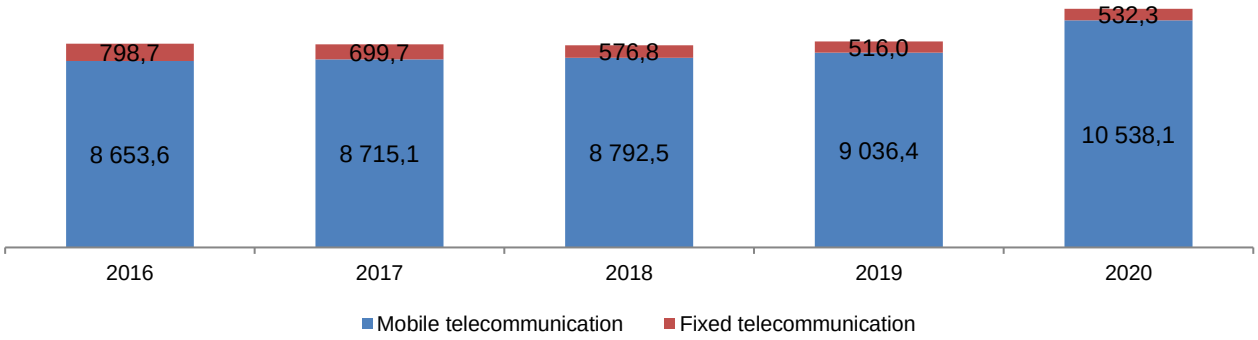


Fig. 7 **Duration of originated calls, million minutes, 2016-2020**

Television. At the end of 2020, the number of Pay-TV subscribers slightly decreased (by 0.1% over the year) and accounted for 677.6 thousand (see Fig. 8). In 2020, 46.2% of all Pay-TV subscribers or 313.0 thousand subscribers opted for television services provided via cable TV networks but this number declined by 5.8% or 19.2 thousand over the year. At the end of 2020, the number of IPTV (*Internet Protocol Television*) subscribers constituted 45.0% of all Pay-TV subscribers or 304.9 thousand – this number grew by 7.6% or 21.5 thousand over the year. 5.4% of all IPTV services were provided by means of mobile communications technologies.

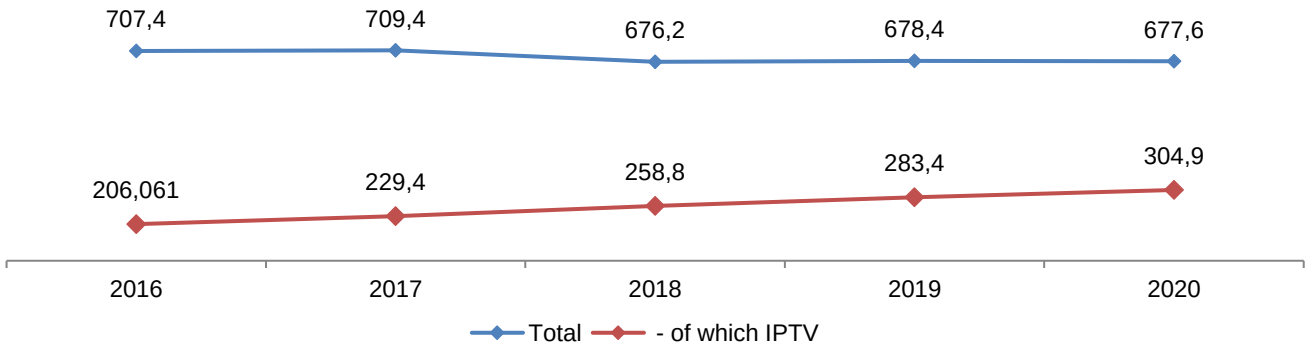


Fig. 8 **The number of Pay-TV subscribers, in thousands, 2016-2020**

POSTAL SECTOR

[1] This number does not include SIM cards for Internet access services, where the Internet access service payment plan is applied rather than public mobile telephone service plan, as well as SIM cards for M2M services.

At the end of 2020, the postal services were provided by 51 legal persons, i.e. by 3 postal service providers more than at the end of 2019.

The overall postal market covers sending and delivery of items of correspondence and postal parcels as well as other postal services. In terms of the revenue, compared to 2019, the overall postal market grew by 12.1% in 2020 (EUR 23.1 million) and reached EUR 214.2 million (see Fig. 9). The revenue grew throughout the entire period between 2016 and 2020.

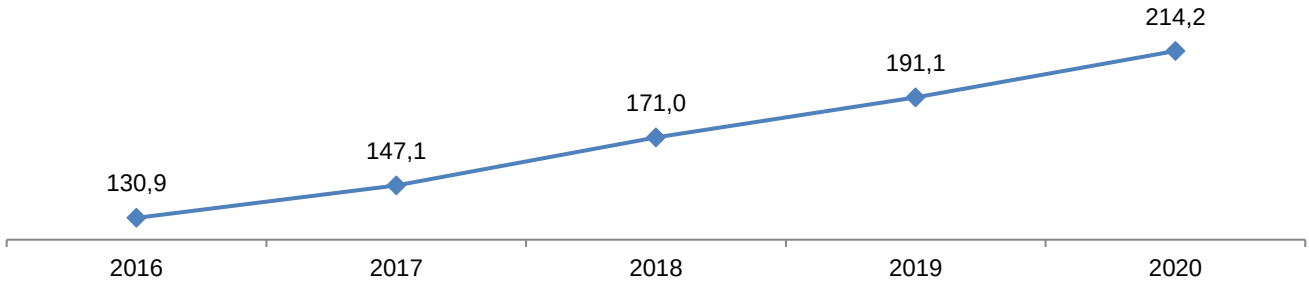


Fig. 9 **Revenue from the provision of postal services, EUR million, 2016-2020**

The largest postal market share, in terms of revenue, was held by AB Lietuvos Paštas (see Fig. 10). Over the year, its market share shrank by 1.0 pp.

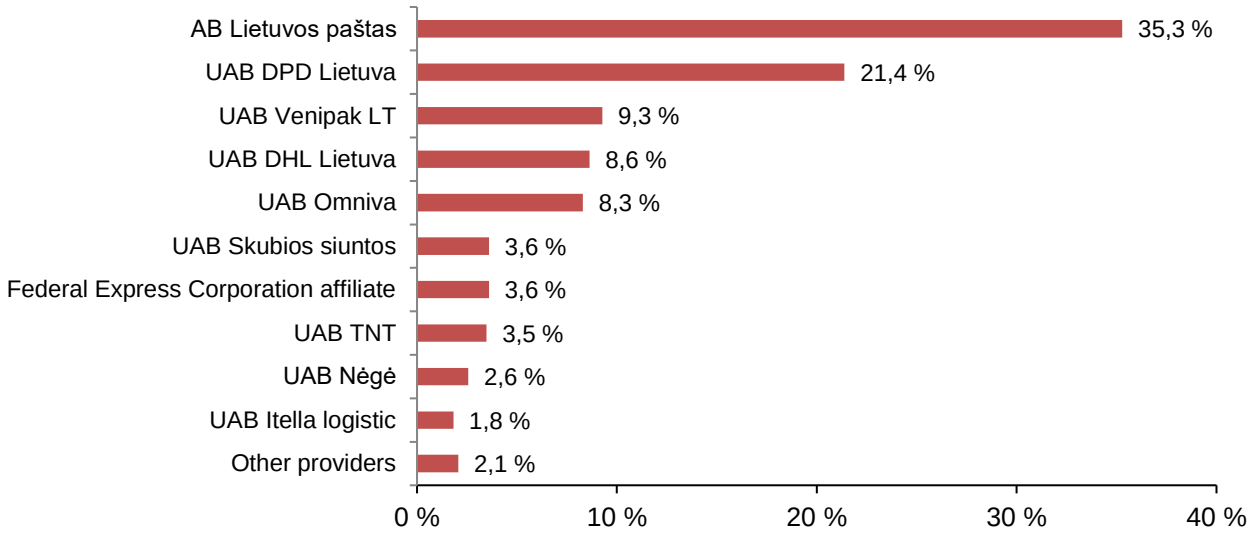


Fig. 10 **Market shares held by postal market players by revenue, %, 2020**

To provide the users with the services of the highest quality, postal service providers invested in the development and modernisation of the postal network, especially of self-service terminals, as well as in the innovative solutions of logistics software. In 2020, compared to 2019, investment went up almost twice and amounted to EUR 22.4 million.

Recently, e-trade has been rapidly growing both nationally and internationally, where it directly relates to the increase of the number of postal parcels. The number of postal parcels went up by 54.0% or by 11.8 million units in 2020. Recently, it has been observed that parcels constitute an increasingly larger part of all postal items (in 2018 – 21.1%, in 2019 – 25.9%, in 2020 – 41.6%). The correspondence market, in terms of the volume of postal items, amounted to 58.4% of all postal items in 2020. In 2020, the number of correspondence items dropped by

24.5% or by 15.4 million units. The number of postal items shrank by 4.2% or 3.5 million units in 2020, compared to 2019 (see Fig. 11).

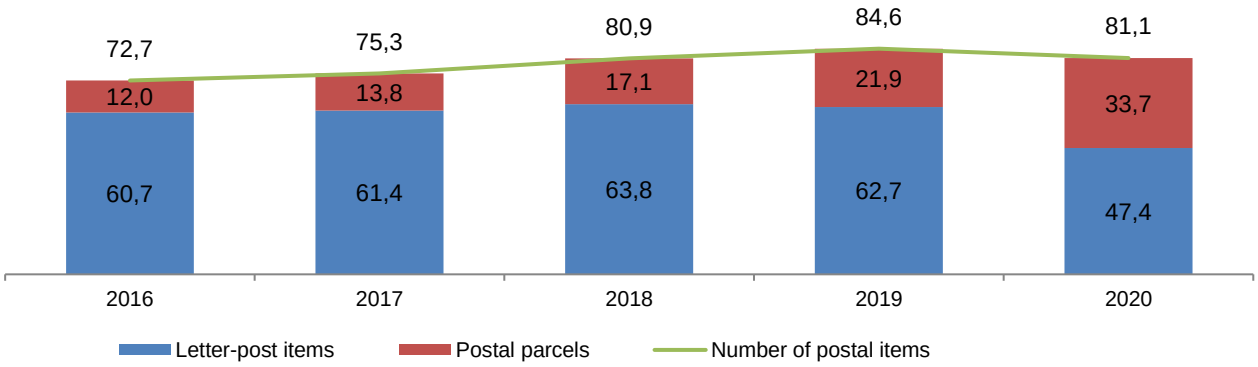


Fig. 11 **Total number of postal items, in million units, 2016-2020**

The volume of cross-border postal items represented 32.7% of all postal items or 26.5 million units in 2020. The items of correspondence constituted 58.5% of all cross-border postal items or 15.5 million units and, compared to 2019, their scale went down by 25.1% or 5.2 million units. The number of cross-border postal parcels grew by 57.2% or 4.0 million units in 2020, compared to 2019, and stood at 11.0 million units. The volume of sent domestic postal items went down by 4.1% and accounted for 54.6 million units. The items of correspondence comprised 58.4% of all sent domestic postal items or 31.9 million units and, compared to 2019, this number decreased by 24.2% or 10.2 million units. The number of sent domestic postal parcels grew by 52.6% or 7.8 million units in 2020, compared to 2019, and stood at 22.7 million units.

The major part (43.8%) of correspondence items sent within the territory of Lithuania in 2020 were delivered to the incoming mail boxes, 28.6% were collected from post offices, 23.7% were delivered to the recipient at the residential or registered office address. The major part (55.5%) of postal parcels sent within the territory of Lithuania were delivered to the recipient in his residential place or at the registered office address, 42.6% were collected from postal item self-service terminals.

The **universal postal service** in Lithuania is provided by AB Lietuvos Paštas. This service is of high relevance to the residents of remote areas as they are provided with an opportunity to send and receive various postal parcels or items of correspondence.

Volume of the items of universal postal service. In 2020, the volume amounting to 14.8 million items of the universal postal service was sent and received, which was by 29.2% less than in 2019 (see Fig. 12). The correspondence items constituted 98.5% of all items of universal postal service or 14.6 million units and, compared to 2019, went down by 29.6% or 6.1 million units. The volume of cross-border postal items amounted to 81.3% of all postal items in the universal service segment or 12.0 million units in 2020 and, compared to 2019, went down by 29.5% or 5.0 million units.

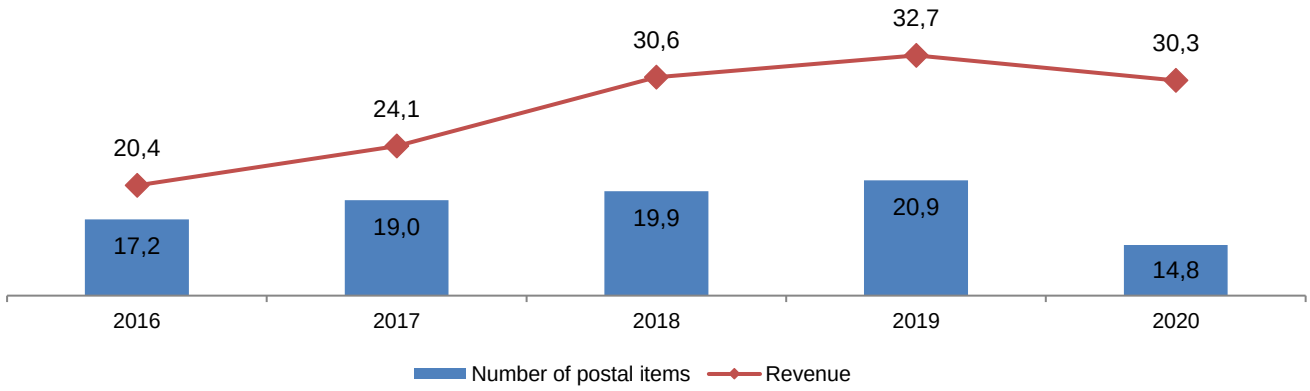


Fig. 12 **Scale of provided universal postal service, in million units, and revenue, EUR million, 2015-2019**

Revenue. The revenue received from the provision of the universal postal service stood at EUR 30.3 million in 2020 and, compared to 2019, went down by 7.3% or EUR 2.4 million. The revenue from sending items of correspondence constituted 90.5% of all revenue from the provision of the universal postal service or EUR 27.4 million.

RAILWAY SECTOR

At the end of 2020, the overall length of railway tracks was 1,911 km, of which 152 km consisted of electrified tracks.

The COVID-19 pandemic largely affected the rail passenger transport sector. In 2020, the number of transported passengers went down by 39.4%, and volume of transported freight shrank by 3.2% (see Fig. 13).

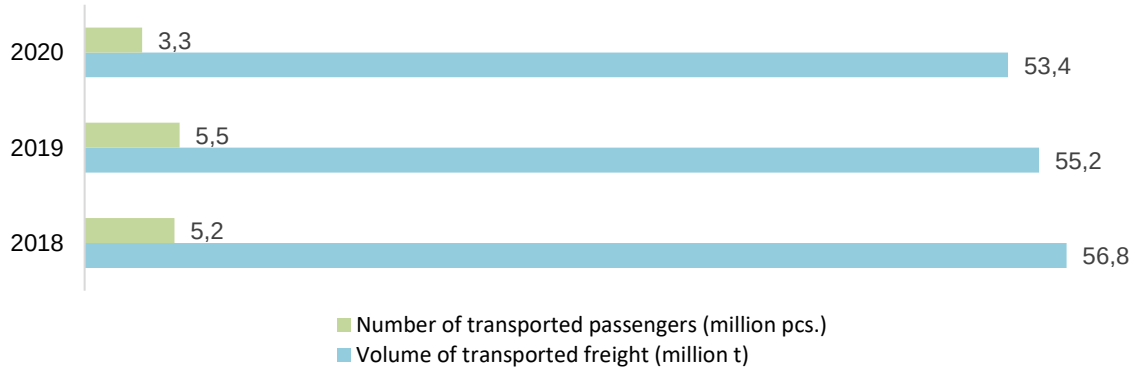


Fig. 13 **Dynamics of the number of transported passengers and freight volume in 2018-2020**

In 2020, the largest part of passenger train traffic, which decreased by 45% compared to 2019, was represented by national passenger train traffic, whereas rail freight traffic, which went down by 2% compared to 2019, mainly consisted of international rail freight traffic (see Fig. 14).

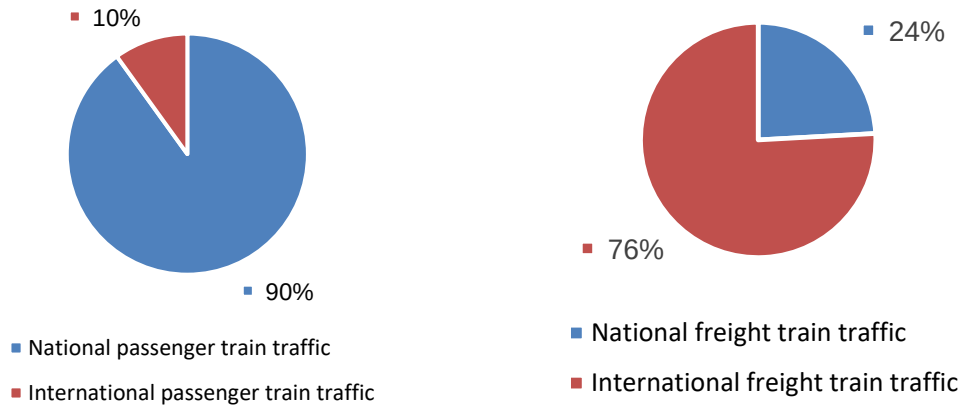


Fig. 14 **Passenger and freight traffic distribution at a national and international level in 2020**

PROMOTION OF COMPETITION IN ELECTRONIC COMMUNICATIONS AND POSTAL SECTORS

COMPETITION IN THE ELECTRONIC COMMUNICATIONS SECTOR. MARKET ANALYSES

The market analyses conducted by RRT aim at assessing whether the competition on a certain electronic communications market is effective and, if not, at preventing the abuse of the influence on that market.

2 – number of completed market analyses in 2020.

The market analysis on **voice call termination on individual public mobile communications networks** was completed. During the analysis, it was established that economic entities Telia Lietuva, AB, UAB Bitė Lietuva, UAB Tele2, UAB CSC Telecom, UAB Ecofon, UAB Mediafon carrier services, UAB Nacionalinis telekomunikacijų tinklas were providing voice call termination services in their public mobile communications networks and had significant market power. Economic entities Telia Lietuva, AB, UAB Bitė Lietuva and UAB Tele2 will be obliged to provide access and they will be subject to the obilgations of non-discrimination and transparency as well as the obligation of price control. Economic entities UAB Mediafon Carrier Services, UAB Nacionalinis telekomunikacijų tinklas, UAB CSC TELECOM and UAB ECOFON will be obliged to provide access and will be subject to the obligation of price control. All operators were imposed the price control obligation to implement the provision regulating that the price of call termination shall not exceed EUR 0.76 per minute as of 1 January 2021. The market analysis results are published on the RRT website.

The market analysis on **access granted to customers[2] and service recipients, except for customers, to public communications networks at a fixed location** was completed. During the analysis, it was established that the characteristics of the markets of access to public communications network granted to customers and service recipients, except for customers, at a fixed location did not justify the application of the obligations referred to in Article 17 of the Republic of Lithuania Law on Electronic Communications. The markets were deregulated.

The market analysis reports on **wholesale high-quality access at a fixed location** and other related draft documents were drafted in 2020 and published for the public consultation by January 2021.

TRANSPOSITION OF THE ELECTRONIC COMMUNICATIONS CODE INTO NATIONAL LAW

On 11 December 2018, Directive 2018/1972 of the European Parliament and of the Council (EU) establishing the European Electronic Communications Code was adopted. The European Code of Electronic Communications consolidates and replaces four EU Directives which were effective till now and were the basic documents of the communications sector in Europe since 2002. This was done to make the legal regulation of the European electronic communications market more effective so that it complies with the features of modern technologies and markets as well as the rapidly growing demand for online services and high capacity 5G networks.

[2] Pursuant to the Republic of Lithuania Law on Electronic Communications, user shall mean a person using or requesting public electronic communications services for the purposes unrelated to his craft, business or profession, i.e. for personal, family or household needs.

In 2020, RRT intensely worked to transpose the European Code of Electronic Communications into national law of the Republic of Lithuania. Particular prominence was given to the improvement and harmonisation of the recast of the Republic of Lithuania Law on Electronic Communications (hereinafter – the LEC) which constitutes the basis of the regulation of electronic communications.

In 2020, a number of public consultations with the ministries, market participants and other persons concerned took place with regard to the draft amendments to the LEC and related laws. These drafts have been intensely discussed with the experts of the Office of the Government of the Republic of Lithuania and representatives of the ministries at the interinstitutional meetings since spring 2020. Legal acts implementing the LEC were drafted in parallel to transpose the Code.

IMPLEMENTATION OF THE EU REGULATION ON CROSS-BORDER PARCEL DELIVERY SERVICES

12 – number of Lithuanian postal service providers which need to follow the provisions of the Regulation.

5.3 – times by which the number of parcels received by Lithuanian customers from abroad exceeded the number of parcels sent by themselves (statistics of 2019).

RRT is responsible for the implementation of certain provisions of Regulation (EU) 2018/644 of the European Parliament and of the Council on cross-border parcel delivery services (hereinafter – the Regulation) and monitors how the parcel delivery service providers fulfil their obligations provided for in the Regulation.

The main objectives of the Regulation:

• promote e-commerce in the EU's single market;

• reduce tariffs applied to persons and small enterprises as well as unreasonable differences between the EU Member States;

• make the prices of cross-border parcel delivery more transparent and easily comparable across the Union.

The provisions of the Regulation apply to parcel delivery service providers: express and courier service providers, agents, and service providers who are established in more than one EU Member State. The Regulation does not apply to the providers whose number of employees is below 50, except for the cases where service providers operate in more than one EU Member State.

By this Regulation, RRT is obliged to survey the market, collect statistical information from the parcel delivery service providers, assess the affordability of tariffs of universal postal service provider AB Lietuvos Paštas based on objective criteria and submit the assessment to the EC.

In 2020, RRT established 12 postal service providers whose activity of the provision of postal service falls within the scope of supervision of the Regulation.

On 31 January 2020, the parcel delivery service providers submitted the information on tariffs to RRT, as referred to in Article 5 of the Regulation. RRT, having assessed the compliance of tariffs with the requirements specified in the Regulation, submitted the information on cross-border parcel tariffs to the European Commission on 28 February 2020. For the purpose of tariff transparency, the European Commission published the tariffs of all EU countries' parcel delivery service providers under a specific section of the website EUROPA *https://ec.europa.eu/growth/sectors/postal-services/parcel-delivery/public-tariffs-cross-border_en*.

To implement the requirements laid down in Article 4 of the Regulation, in 2020 RRT collected information from parcel service providers on the market of cross-border parcel delivery for 2019. **Based on the data provided by the service providers, the total number of parcels sent to Lithuania from abroad was 18 092 thousand units in 2019, whereas the total number of parcels sent to foreign countries constituted 3 445 thousand units**. The data collected revealed that Lithuanian customers receive more parcels from foreign countries or send items to Lithuania by 5.3 times more compared to the volumes sent from Lithuania to other countries. The turnover of parcels received from the EU and third countries stood at EUR 37 629 thousand in 2019, the turnover of parcels sent to the EU and third countries accounted for EUR 40 398 thousand. The number of persons who worked for parcel delivery service providers was 5617 in 2019.

SUPERVISION OF FULFILMENT OF THE OBLIGATIONS IMPOSED ON THE UNDERTAKINGS

The audits of cost accounting system and accounting separation of Telia Lietuva, AB and AB Lietuvos Radijo ir Televizijos Centras for 2019 were conducted.

The compliance with the requirements of legal acts of AB Lietuvos Radijo ir Televizijos Centras in the provision of the services to Public Enterprise Lithuanian National Radio and Television was examined.

Tariffs of public wholesale high-speed broadband services provided by PE Plačiajuostis internetas were inspected.

Telia Lietuva, AB, taking account of the RRT's instruction to change the wholesale central access service prices, updated the standard proposal for such services as of 1 October 2020.

In 2020, in order to promote competition RRT performed supervision of how the undertakings having significant market power fulfilled the obligations imposed thereon[3]. In 2020, cost accounting system and accounting unbundling audits of **Telia Lietuva, AB and AB Lietuvos Radijo ir Televizijos Centras** for 2019 were **conducted**.

Telia Lietuva, AB audit results. The auditor, in the conclusion of the audit, provided a *qualified opinion* on certain irregularities established: 1) establishment of cost centres and changes in the names and codes in the cost accounting system of Telia Lietuva, AB contradict the principles of comparability, consistency and transparency referred to in paragraph 7 of the Rules on Cost Accounting based on the Method of Fully Distributed Costs[4] and paragraph 39 of the Rules on Accounting Separation and the Requirements Relating to Accounting Separation[5]; 2) recalculation of technical feasibility analysis work time standards is not frequent enough; 3) distribution of revenues for the reporting period received for certain services to the cost centres is inadequate; 4) due to a lack of data it was impossible to adequately assess the separation of protective tube costs from the communications cable duct system costs.

AB Lietuvos Radijo ir Televizijos Centras audit results. In the conclusion of the audit of Lietuvos Radijo ir Televizijos Centras AB, the auditors provided the *unqualified opinion* that the reports on cost accounting and

[3] RRT inspected and assessed how the obligations of transparency, non-discrimination, provision of access and price control imposed on the undertakings having significant power on relevant markets were fulfilled.
[4] Approved by Order No 1V-1164 of the Director of RRT of 28 December 2005 'On the Approval of the Rules for Cost Accounting based on the Method of Fully Distributed Costs'.
[5] Approved by Order No 1V-738 of the Director of RRT of 14 June 2006 'On the Approval of the Rules on Accounting Separation and the Requirements Relating to Accounting Separation'.

accounting separation drafted by the economic entity in 2019 were compliant with the requirements laid down in legal acts in all significant aspects. The auditors provided the comment on uncertainties related to the application of the *beta* calculation methodology (AB Lietuvos Radijo ir Televizijos Centras, when calculating the Weighted Average Cost of Capital (WACC), used the *beta* value of the USA market, although the business of AB Lietuvos Radijo ir Televizijos Centras is conducted on the European market) as well as the repeated comment on ineffective internal control, where the data is manually entered into the cost accounting system (data download-related errors were identified).

With regard to the results of the audit, RRT addressed both economic entities with a request to eliminate the shortcomings identified during the audits. The audit conclusions are published on the RRT website.

PE Plačiajuostis internetas inspection results. In 2020, RRT assessed the tariffs applied by PE Plačiajuostis internetas to the state-developed public wholesale high-speed broadband services provided in the areas where other high-speed broadband infrastructure is unavailable or competition in terms of provision of such services is absent. It was established that the tariffs complied with the requirements of the methodology for the calculation of tariffs for state-developed public wholesale high-speed broadband services provided in the areas where other high-speed broadband infrastructure is unavailable or competition in terms of provision of such services is absent. The conclusion was submitted to the Ministry of Transport and Communications of the Republic of Lithuania.

Update of the standard proposal of Telia Lietuva, AB. RRT, when carrying out the supervision of the compliance with the non-discrimination obligation set for Telia Lietuva, AB[6], recalculated the prices of wholesale central access services (hereinafter – the CAS services). RRT instructed Telia Lietuva, AB to update the standard proposal for CAS services. Taking account of the RRT's instruction, Telia Lietuva, AB updated the standard proposal and the prices for CAS services referred to therein entered into force on 1 October 2020. The prices for CAS services changed at the initiative of Telia Lietuva, AB entered into force as of 1 December 2020.

RRT, taking account of the pricing pressure test table[7], verified if the prices of WCA services, which were changed by Telia Lietuva, AB at its own initiative, were non-discriminatory and established that they were compliant with the obligations imposed on that company.

TELEPHONE NUMBER PORTABILITY SERVICE

The telephone number portability service has been provided in Lithuania for 16 years already (since 2004). The annually growing number of the users of this service demonstrates the benefit of this service to the customers. This service gives the user a greater freedom to choose or replace a service provider according to the quality and variety of services, prices, loyalty programmes, advantages of servicing, etc. and other important service parameters.

By 31 December 2020, the number portability service was used 2 071 776 times.

According to the data of RRT, since the very beginning of the provision of the number portability service (in 2004) till 31 December 2020 the number portability service was used (i.e. users migrated to another network of the service provider) 2,071,776 times, of which 1,964,888 cases were mobile telephone numbers and 106,888 cases

[6] Subparagraph 4.2 of Order No 1V-766 of the Director of RRT of 19 July 2019 regarding economic entity Telia Lietuva, AB having significant market power on the market of wholesale central access at a fixed location for the mass-market products.
[7] Ibid., subparagraph 4.2.2.

were fixed telephone numbers that were moved to another network. The number portability service has already been used by 41% of all active telephone communication service subscribers.

In 2020, the number portability service was used 166,494 times (mobile telephone numbers were ported 157,330 times) fixed telephone numbers were moved 9,164 times).

It must be noted that the overall number of the use of the number portability service does not mean that these numbers were ported to another network, as the same number may be ported to another network a lot of times. It is therefore relevant to take account of the statistics of the frequency of number portability which shows how often users used the number portability service in Lithuania over 16 years. I.e. how often the same number was ported to another network (see Table 1).

Table 1. **Statistics of number portability ('frequency' shows how many times a specific number was ported to another network)**

Frequency	Number of telephone numbers	Frequency	Number of telephone numbers
1	1132919	9	8
2	292881	10	4
3	59402	11	3
4	13899	12	3
5	2867	13	1
6	683	15	2
7	171	**16**	**1**
8	29	**35**	**1**

Table 1 shows that there are subscribers who were using the number portability service very actively: they ported the number which they used 16 or even 35 times over 16 years. There are 15 subscribers who have used the number portability service 10 or more times since 2004.

SUPERVISION OF UNDERTAKINGS ENGAGED IN ELECTRONIC COMMUNICATIONS AND POSTAL ACTIVITIES

18 – number of scheduled inspections of electronic communications service providers.

14 − number of scheduled inspections of postal service providers.

In 2020, 32 scheduled inspections were carried out (out of 35 intended). Due to quarantine caused by the COVID-19 pandemic, 3 scheduled inspections of the providers were not carried out – they were rescheduled for 2021.

In 2020, 18 scheduled inspections of **electronic communications service** providers were carried out (in 2019 – 15). During the inspections, the non-compliance with the requirements laid down in legal acts governing the provision of electronic communications services was not detected. The average duration of the scheduled on-site inspection of electronic communications service providers was 66 minutes. Compared to 2019 (84 minutes), it went down by 21%.

In 2020, 14 scheduled inspections of **postal service providers** were carried out (in 2019 – 15). During the inspections, the non-compliance with the requirements laid down in legal acts governing the postal service provision was.

The average duration of the scheduled on-site inspection of postal service providers was 44 minutes. Compared to 2019 (60 minutes), it went down by 27%.

In 2020, RRT sent 32 questionnaires to learn the postal providers' opinion on RRT's supervision of the activities of economic entities and received 31 response. The survey showed that:

- 57% of the questioned postal service providers and 71% of the electronic communications service providers stated that they used the access to documents published on the website of RRT.
- 100% of the questioned postal service providers and 88% of the electronic communications service providers stated that they found the questions presented in the check list clear and understandable.
- 71% of the respondents were not aware of the fact that the comprehensive description of the administrative consultancy service was published on the website of RTT. After the survey, the economic entities were notified of where to find information.
- 93% of the questioned postal service providers and 82% of the electronic communications service providers stated that the regulation of the procedures for performance of scheduled inspections and consequences of the non-compliance with the set requirements were clear.
- 100% of the questioned economic operators are positive about the work of the RRT's authorised officials.

RESOLUTION OF DISPUTES BETWEEN ECONOMIC OPERATORS IN RRT COMMISSION FOR DISPUTES

4 – the number of disputes received by RRT Commission for Disputes in 2020.

In 2020, the RRT Commission for the resolution of disputes between undertakings and disputes between postal service providers (hereinafter – the Commission for Disputes Resolution) received four requests to settle the disputes between the undertakings.

The Commission for Disputes Resolution received a request to resolve the dispute between AB Lietuvos Radijo ir Televizijos Centras and UAB Bitė Lietuva regarding the obligation to submit a proposal concerning access. AB Lietuvos Radijo ir Televizijos Centras requested the Commission for Disputes Resolution to oblige UAB Bitė Lietuva to provide AB Lietuvos Radijo ir Televizijos Centras with the proposal and draft agreement regarding access to the mobile communications network of UAB Bitė Lietuva by enabling AB Lietuvos Radijo ir Televizijos Centras to act as a virtual independent operator in the mobile communications (2G, 3G and 4G) network of UAB Bitė Lietuva.

Result: AB Lietuvos Radijo ir Televizijos Centras withdrew their claims, the Commission for Disputes Resolution confirmed the withdrawal and decided to propose the Director of RRT to make a decision on the termination of the dispute examination.

The Commission for Disputes Resolution received a request to examine the dispute between UAB CSC Telecom and Telia Lietuva, AB regarding the termination of wholesale broadband access. UAB CSC Telecom requested to oblige Telia Lietuva, AB to perform the wholesale broadband access service agreement, including the

acceptance and execution of new service orders. It was also requested to oblige it to apply the discounts and promotions to the services that would be identical to the ones applied under the wholesale broadband access service agreement or under the new standard proposal for wholesale broadband access services.

Result: The Commission for Disputes Resolution examined the dispute and adopted a decision to reject the request of UAB CSC Telecom.

The Commission for Disputes Resolution received a request to examine the dispute between UAB Consilium optimum and Telia Lietuva, AB regarding the termination of wholesale broadband access. UAB Consilium optimum requested to oblige Telia Lietuva, AB to perform the wholesale broadband access service agreement and provide the services to both the existing and new orders of UAB Consilium optimum. It was also requested to oblige Telia Lietuva, AB to conduct negotiations with UAB Consilium Optimum in good faith with regard to the amendment to the wholesale broadband access service agreement or the conclusion of a new agreement.

Result: The Commission for Disputes Resolution examined the dispute and adopted a decision to partially uphold the request of UAB Consilium Optimum: it obliged the parties to the dispute to negotiate over the amendment to the wholesale broadband access service agreement or the conclusion of a new agreement.

On 5 November 2020, the Commission for Disputes Resolution received a request to resolve the dispute between UAB Init and UAB Cgates, and UAB Pašilės tinklas regarding the sales of the optical fibre trunk cable network UAB Init requested RRT to carry out the market analysis of Ukmergė to determine that UAB Cgates, when operating in its network and in the network acquired from UAB Pašilės tinklas, becomes an economic entity having significant power on the market of Ukmergė, and to oblige UAB Cgates to refrain from terminating access of UAB Init to the optical fibre network in Ukmergė.

Result: The Commission for Disputes Resolution refused to accept the dispute (the identical dispute was considered before the court at the time).

PROTECTION OF CUSTOMER RIGHTS AND LEGITIMATE INTERESTS

EXAMINATION OF ELECTRONIC COMMUNICATIONS SERVICE USERS' REQUESTS (COMPLAINTS)

During the COVID-19 pandemic, the recommendations for electronic communications service providers were drafted to ensure the uninterrupted provision of services.

410 − number of complaints investigated regarding electronic communications services.

145 − number of amicably resolved complaints.

7 – number of typical agreements of electronic communications service providers reviewed.

In 2020, RRT investigated 410 requests and complaints (jointly to be referred to as 'complaints') from the applicants regarding the provision of electronic communications services. 369 complaints were received from natural persons and 41 complaints were submitted by legal persons (in 2019, RRT handled 405 complaints).

In 2020, as in 2019, most of the complaints concerned the provision of mobile telephone services (197) and television services (113). The lowest number of complaints (9) received concerned fixed telephone services (Fig. 4).

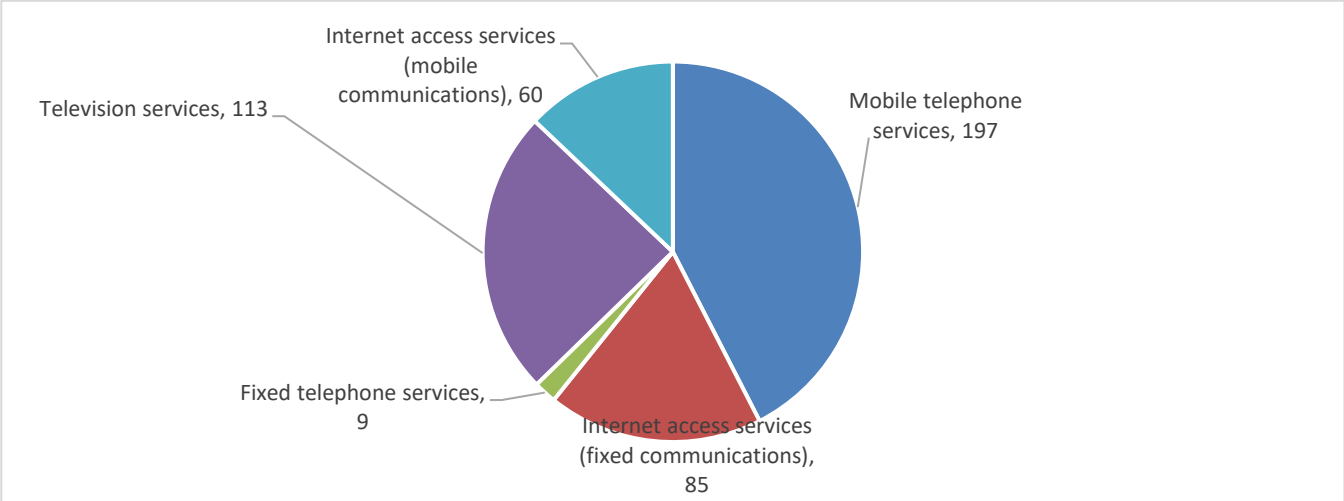


Fig. 4 **Complaints by types of services in 2020, units**

The majority of complaints received in 2020 concerned the circumstances related to the termination of the service provision agreements, including the termination outcomes (136 complaints), and charges for services (90) as well as the quality of services (72) (Table 2).

Table 2. **Grounds for complaints in 2020, units**

Reasons**:	Units
Regarding circumstances of the termination of agreement	136
Regarding payment for services	90
Regarding quality of services	72
Regarding amendment of agreement conditions	39
Regarding the agreement execution	20
Regarding international roaming services	7
Regarding telephone number portability	3
Regarding credit limit	2
Other	102

**The complaint could contain several grounds for complaining.

In 145 cases (some 35%), the complaints were resolved amicably. In 5 cases, the non-compliance with legal acts was established and service providers were provided with methodological assistance. In 11 cases, RRT referred the complaints received (or part of the issues raised therein) to other institutions within their competence. The average duration of the handling of the complaint is 14 working days.

To prevent the infringement of end users' rights and legitimate interests and in response to recurrent inquiries, RRT additionally provided the electronic communications service providers with the written consultations and recommendations by email, over the phone and during the meetings (held at the initiative both of RRT and service providers) with regard to the remote conclusion of the contracts, amendment to the terms and conditions of

the service provision agreements (payment plans, prices), application of penalties to end users where the agreements are terminated earlier, as well as to the procedure for submission of replies to end users, etc.

During the COVID-19 pandemic, at the beginning of 2020 RRT drafted the recommendation on assurance of uninterrupted provision of electronic communications services during quarantine, sent it to the electronic communications service providers and published it on the website of RRT in support of and to promote socially responsible and diligent approach of all Lithuanian electronic communications service providers.

In 2020, when carrying out the monitoring of the provision of electronic communications services, RRT revised 7 standard electronic communications service agreements of service providers by examining their compliance with the requirements laid down in the Rules on the Provision of Electronic Communications Services. Having identified non-compliances or potential risk due to a failure to comply with legal acts, RRT provided comments, consultations and recommendations to electronic communications service providers concerning their contractual documents.

INVESTIGATION OF REQUESTS (COMPLAINTS) FROM POSTAL SERVICE USERS

123 − number of handled complaints regarding postal services (twice the amount of 2019).

19 − number of amicably resolved complaints.

2 – number of times when methodological assistance was provided where a failure to comply with legal acts was identified.

In 2020, RRT examined 123 complaints regarding the postal service provision – almost double the amount than in 2019 (65 complaints), of which 115 complaints were received from natural persons and 8 – from legal persons. It is to be assumed that the use of postal services increased due to higher volumes of distance selling orders during COVID-19, which led to certain irregularities of parcel delivery.

In 2020, most of the complaints were received with regard to the universal postal service provided by AB Lietuvos Paštas – in total 62 complaints were handled; where it comes to other postal services provided by AB Lietuvos Paštas (except for the universal postal service), 7 complaints were investigated; 38 complaints were examined concerning the actions of other postal service providers; in 13 cases, the applicants applied regarding the issues related to the situations arising from the provision of other charged services rather than the provision of postal service, as well as contractual legal relations with respect to carriage and sale and purchases of goods.

In 2020, most of the complaints concerned the circumstances related to compensation for damage (Fig. 5).

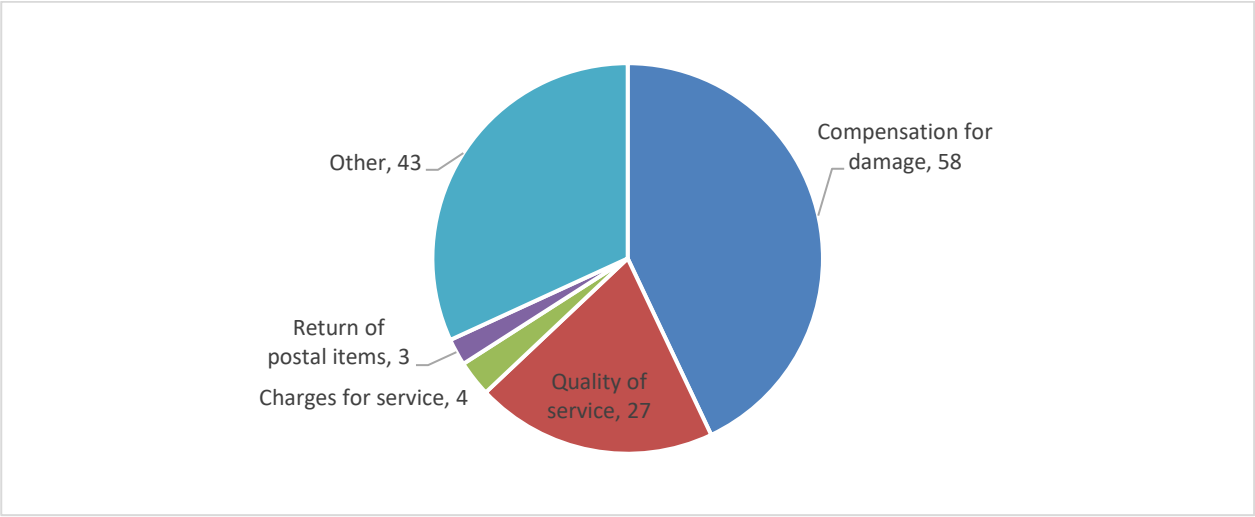


Fig. 5 **Grounds for postal complaints in 2020, units**

19 complaints were resolved amicably . In 2 cases, the non-compliance with legal acts compliance whereof is supervised by RRT was identified and methodological assistance was provided to service providers. In 11 cases, RRT referred the complaint to other institutions within their competence. The average duration of the handling of the complaint in the postal field is 13 working days.

RRT, paying attention on the supervision of the compliance with legal acts and assurance of protection of consumer rights as well as prevention in the postal area, provided 5 additional written consultations (recommendations) to the postal service providers, consulted them over the phone and by email in order to indicate problematic issues and find the solutions.

In 2020, compared to 2019, the number of electronic consultations provided to the postal service users radically increased – 158 inquiries of postal service users submitted electronically were replied to in relation to the provision of postal service, whereas only 48 consultations were provided in 2019. Postal service users were consulted around 300 times over the phone.

DISPUTE SETTLEMENT OUTSIDE THE COURT

In the event of disputes, there are several ways to restore the balance of interests; one of them is so-called **alternative dispute settlement**.

Pursuant to the Law on Consumer Protection of the Republic of Lithuania[8] (hereinafter – the LC'), 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 resolves the disputes between the end users[9] and electronic communications service providers as well as the disputes between the users and postal service providers through a preliminary out-of-court procedure free of charge.

RESOLUTION OF DISPUTES BETWEEN END USERS AND ELECTRONIC COMMUNICATIONS SERVICE PROVIDERS

[8] 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 the disputes between the provider of electronic communications services and the end user and disputes between the user and the postal service provider through a preliminary out-of-court procedure.
[9] An end user is a service user which does not provide public communications networks or public electronic communications services (Article 3(23) of the LEC). This may include both natural and legal persons.

55 − number of resolved disputes regarding electronic communications services.

20 − number of requests to resolve a dispute regarding mobile telephone services.

In 2020, 55 disputes were resolved between the end users and electronic communications service providers. Most of the resolved requests (76%) were lodged by natural entities – consumers using electronic communications services for personal, family or household needs, the rest were filed by legal persons. In 2020, the average term for RRT to resolve the disputes regarding the electronic communications services was 52 working days (legal acts provide for a period of 90 days to resolve a dispute and adopt a decision).

Table 3 provides the breakdown of disputes **by services**[10]. In 2020, the end users were mainly (36%) addressing RRT regarding mobile telephone services.

Table 3. **Disputes by types of services in 2020, units**

Mobile telecommunications services	20
TV services	16
Internet access services (fixed communications)	14
Internet access services (mobile communications)	5
Fixed telephone services	1

Table 4 provides the breakdown of disputes **by the nature of disputes**[11]. Most requests (59%) for resolving the dispute were related to the outcomes of the termination of the service provision agreements (penalties, losses, etc.).

Table 4. Disputes **by types of disputes in 2020, units**

Regarding agreement termination consequences (penalties, losses, etc.)	33
Regarding payment for services	10
Regarding termination of agreement	5
Regarding international roaming services	3
Regarding claim for damage	3
Other	15

Decisions on the disputes regarding electronic communications services are provided in Table 5[12]. It must be noted that over a half (59%) of disputes were resolved in favour of the end user (disputes resolved amicably and requests upheld fully or in part).

Table 5. **Decisions of the resolution of disputes in 2020, units**

Dispute resolved amicably	23
Request was not upheld	17
Request upheld fully or in part	13
Proceedings terminated (except for a conciliation agreement)	4

[10] Some requests indicated several electronic communications services.
[11] Some requests contained several grounds for applying.
[12] There were complex decisions.

Dispute unresolved (except for disputes resolved amicably)	0

REGARDING TELEVISION ARCHIVE SERVICE – PROTECTED CONSUMER

The dispute arose **between the satellite television service user and provider**. The consumer states that he received low-quality television archive service, therefore he sought to terminate the satellite television service agreement without penalties. RRT concluded that the television archive service which allows rewinding to repeatedly watch television programmes is to be considered a part of satellite television services (smart television). A hybrid receiver and internet access services are required for the television archive to operate.

RRT established that the consumer addressed the provider 15 times regarding the malfunctioning of the television archive service (within a period of 1 year and 2 months). The consumer had the television receiver replaced, and one-off compensation was provided. RRT recognised that the fact that the television archive service is not separately charged did not affect the provider's responsibility concerning the quality of satellite television services. Moreover, the provider provided the consumer with the receiver and router under the agreement, it also provided internet access services required to receive the television archive service. This presupposes the provider's responsibility regarding the quality of satellite television services. Taking these circumstances into account, the consumer's right to terminate the agreement without penalties due to provider's fault was recognised.

RESOLUTION OF DISPUTES BETWEEN CONSUMERS AND POSTAL SERVICE PROVIDERS

41 − number of disputes examined regarding postal service.

29 − number of amicably resolved disputes

In 2020, RRT examined 41 disputes between the users and postal service providers. 88% of requests were lodged by natural persons – users using postal services for personal, family or household needs. In 2020, the average duration for RRT to examine the disputes regarding the postal service was 49 days where legal acts provide for a period of 90 days to resolve a dispute and adopt a decision.

Table 6 provides the breakdown of disputes concerning the postal service **by the nature of services**. As many as 93% of disputes arose out of the provision of the universal postal service.

Table 6. **Breakdown of disputes by services in 2020, units**

Universal postal service	38
Other postal service	3

Table 7 provides the breakdown of disputes **by the nature of disputes**. In 2020, in all requests to resolve the dispute the compensation for damage in relation to lost or damaged postal items was required.

Table 7. **Breakdown of disputes by nature in 2020, units**

Regarding claim for damage	41
Regarding quality of services	0
Regarding payment for services	0
Regarding the return of postal items	0
Other	0

Decisions on the disputes regarding the postal service are provided in Table 8[13]. In 2020, almost half (42%) of the disputes regarding the postal service were resolved amicably.

Table 8. **Decisions of the resolution of disputes in 2020, units**

Dispute resolved amicably	29
Request was not upheld	39
Proceedings terminated (except for a conciliation agreement)	1
Request upheld fully or in part	0
Dispute unresolved (except for disputes resolved amicably)	0

REGARDING THE PROHIBITED ARTICLES

The user approached RRT with a claim for the provider to compensate for damage regarding the lost postal item which **contained a gold chain**. The Postal Law provides[14] that postal service providers are not liable for and do not compensate for damage if '*the lost articles in a postal item are articles (merchandise) prohibited from conveyance by post*'.
The provider has published the rules for delivery of postal items on its website. They contain a list of articles prohibited from conveyance by post *inter alia 'high-value articles (jewellery, works of art, pieces or antiques, precious metals, jewels} <...>'*.
It is the sender himself who is responsible for all consequences if he sends prohibited articles, he must also compensate for losses incurred by the provider, if any.
Having determined that the postal item contained the prohibited article – jewellery (gold chain) – RRT stated that there were no grounds for obliging the provider to compensate for damage suffered by the user due to the lost postal item.

SUPERVISION OF INTERNATIONAL ROAMING SERVICES

RRT is responsible for the supervision of Regulation (EU) No 531/2012 and Regulation (EU) 2016/2286. Regulation (EU) 531/2021 establishes that as of 15 June 2017 the international roaming service providers, when providing the services in the EU and European Economic Area (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).

2 – number of requests to allow the application of an additional fee for international roaming services in the EU/EEA countries received by RRT.

Fewer and fewer Lithuanian operators apply additional fees for travelling service users, and the fees still applied are consistently going down.

RRT, when carrying out the monitoring, established that the 'roam like at home' pricing was not applied to all payment plans, and some users were not ensured the adequate quality of roaming services.

In 2020, RRT received 2 requests from the service providers[15] for the application of additional charges for international roaming services in the EU/EEA countries taking the assessed justified projected losses into account. After RRT had verified and clarified the submitted information and had determined the justified projected amount of losses, it set the maximum subcharges allowed to the operators for a period of 12 months (see Table 9). It must be

[13] There were complex decisions.
[14] Article 12(9)(1) of the Postal Law.
[15] In order to balance the implementation of the 'roam like at home' pricing and stability of the prices for national services, Regulation (EU) No 531/2012 and Regulation (EU) 2016/2286 provide for the exception and enable the service 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.

noted that the service providers themselves decide on whether to apply additional fees and on a specific amount of such charges without exceeding the maximum allowable charges.

Table 9. **Maximum additional charges allowed by RRT**

	From 15/06/2020 to 14/06/2021 allowable maximum additional retail roaming charge*	
	UAB Bitė Lietuva	UAB Teledema
Calls (calling)	Not applicable	0.70 ct/min.
Calls (answering)	Not applicable	0.70 ct/min.
SMS	Not applicable	Not applicable
Data transmission	EUR 0.82/GB	EUR 1.64/GB

Notes. Charges excluding VAT.
* These maximum additional charges were approved by RRT taking account of the terms and conditions of the provision of services referred to in operators' requests which were applied to the calculation of projected losses. In view of the changes to such conditions, RRT is entitled to require that the operators recalculate the applicable additional charges or terminate application thereof.

New charges the application whereof commenced as of the middle of 2020 were lower than the ones effective a year ago. Fewer and fewer Lithuanian operators apply additional charges for travelling service users, and, if applied, they are consistently going down: maximum additional charges for data set by UAB Bitė Lietuva, compared to the previous period of 2019-2020, were decreasing from EUR 1.03 GB (without VAT) to EUR 0.82 GB (without VAT), those of UAB Teledema went down from EUR 1.95 GB (without VAT) to EUR 1.64 GB (without VAT). Other Lithuanian mobile operators no longer apply additional fees.

When monitoring the implementation of Regulation (EU) No 531/2012, several cases of non-compliance with this Regulation were identified in 2020. For example, the 'roam like at home' pricing was not applied to all payment plans, and some users were not ensured the adequate quality of roaming services, the duration of the monitoring of unfair use was shorter than set out in Regulation (EU) 2016/2286, etc. While monitoring roaming services provided to the users by Lithuanian operators, the cases of non-compliance with the requirements of Regulation (EU) No 531/2012 were usually established in terms of inadequately applied fees, inadequate information to the users on payment plans, etc. All violations detected by RRT were immediately eliminated by the service providers.

ASSURANCE OF THE COMMUNICATIONS SERVICES

List of Undertakings Engaged in Electronic Communications Activities

The Specification of the General Conditions for Engaging in Electronic Communications Activities[16] lays down 4 categories of electronic communications activities the commencement whereof must be notified by the persons to RRT:
1. Provision of public fixed communications network for public fixed telephone services and/or provision of public fixed telephone services;
2. Provision of public mobile communications network for public mobile telephone services and/or provision of public mobile telephone services;
3. Provision of public communications network and/or public electronic communications services by means of communications electric transmission line systems;
4. Provision of public satellite communications network and/or public satellite communications services.

In 2020, public fixed communications services were provided by 60 (in 2019 – 53) undertakings, and public mobile telephone services were provided by 48 undertakings. 7 undertakings were engaged in satellite

[16] Order No 1V-340 of the Director of RRT of 8 April 2005 'On the Approval of the Specification of the General Conditions for Engaging in Electronic Communications Activities'.

communications activities, 4 undertakings were providing electronic communications services by means of electric transmission line systems.

In 2020, 12 new notifications of the launched electronic communications activities were received (in 2019 – 10), 2 undertakings were excluded[17] from the list of undertakings engaged in electronic communications and/or network providers (in 2019 – 9).

Supervision of the Provision of Universal Electronic Communications Services

In Lithuania, the following universal electronic communications services must be ensured according to the Law on Electronic Communications:
1. Provision of connection to public communications network at a fixed location and provision of public telephone services;
2. Provision of public telephone services by payphones and/or in other publicly accessible places of supply of public telephone services;
3. Provision of services of information on subscribers to public telephone services;
4. Disabled users must be provided with an opportunity to use universal services as well.

The number of public payphones was reduced to 213 (the total number of public payphones in 2014 was 1021 – this number was consistently going down throughout the entire period till 2020).

After the new recast of the Rules on the Provision of Universal Electronic Communications Services came into force[18], the universal service provider is established by conducting a separate analysis rather than based on the obligations to provide access to customers and service recipients, except for customers, to public communications networks at a fixed location. Taking into consideration the fact that any requests to provide universal electronic communications services without compensation from public electronic communications service providers was not received at the end of 2019, RRT launched an investigation to establish a provider compliant with the highest values of criteria defined in the Rules for the Provision of Universal Electronic Communications Services that could ensure the provision of universal services best. RRT, taking account of the significant circumstances established during the investigation, obliged Telia Lietuva, AB to ensure the provision of universal electronic communications services in the entire territory of the Republic of Lithuania in July 2020[19].

RRT, having assessed the decreasing use of public payphone services and the fact that the number of public payphones is regularly reduced, obliged Telia Lietuva, AB to ensure that the number of access points of public payphone and/or other publicly accessible telephone services is at least 213 in the Republic of Lithuania in 2020 (at least 392 in 2019).

[17] Pursuant to the provisions of the Description of General Terms and Conditions for Engaging in Electronic Communications Activities, undertakings are excluded from the list of electronic communications services and/or networks providers if they, having submitted the notification of the commencement of the activity, terminate the activity or failed to launch electronic communications activities referred to in the notification for over a year.
[18] Order No 1V-1113 of the Director of RRT of 12 November 2018 'On the Amendment of Order No 1V-889 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 20 September 2011 'On the Approval of the Rules on the Provision of Electronic Communications Services'.
[19] Order No 1V-729 of the Director of 14 July 2020.

Assurance of the Quality of Integrity of Public Communications Networks

10 – number of reports on public communications network integrity breaches.

The disruptions of the public communications network integrity **did not increase** because of the higher load of public electronic communications networks due to the effect of the **COVID-19** pandemic.

Well-being of modern countries is closely related to the existence of electronic communications networks, smooth operation thereof and diversity of services provided over the networks. The significance of the quality of the provision of electronic communications services highly increased after the introduction of quarantine in Lithuania, where a lot of companies were to rethink their decisions and ensure an alternative of remote working for their employees.

According to Article 42[1](1) of the LEC, public communications network providers must implement the appropriate technical and organizational measures necessary to ensure the integrity of their networks so that to ensure a continuous delivery of electronic communications services on these networks. In case of integrity breach[20], service providers must notify RRT thereof.

In 2020, RRT received 10 reports on the breaches of integrity of public communications networks from four public communications network providers (5 reports on breaches in their mobile communications networks, 5 reports on integrity breaches in 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 in 2019-2020**

Reasons of public communications network integrity breaches	2019		2020	
	Number of reports on breaches	Number of end users affected by breaches of integrity	Number of reports on breaches	Number of end users affected by breaches of integrity
Interruptions of electric power supply	4	50 676	1	1 000
Breaking of a cable, repair	2	62 270	1	16 419
Faults of international roaming services	-	-	-	-
Faults of network equipment*	8	105 045	8	~1 000 000
Total	**14**	**-**	**10**	**-**

* In 2020, several cases were reported where all or 40% of users were affected in the mobile communications network but not all services were terminated, e.g. internet access services provided by means of 4G technology were functioning or data transmission services were inactive for a part of users only, therefore the numbers provided are preliminary.

RRT, taking into account the established inter-institutional model of response to critical faults of infrastructures, notified the Office of the Government of the Republic of Lithuania, Fire and Rescue Department under the Ministry of the Interior, State Security Department and National Cyber Security Centre under the Ministry of National Defence of three large-scale integrity breaches caused by short-term faults of the network equipment. All these cases were recorded during the first quarantine announced during the COVID-19 pandemic (between 16 March 2020 and 25 April 2020). However, **compared to the situation in 2019, it is evident that the highly increased use of electronic communications services during the pandemic did not lead to significant growth of the number of public communications network integrity breaches**.

[20] Article 42[1](1) of the LEC provides that in the event of integrity breach which had a major effect on the operation of the public communications network or provision of public electronic communications services, the provider of public communications networks and/or public electronic communications services shall immediately notify RRT of this breach of integrity.

To sum up the situation of integrity of public communications networks in 2020, as evident from the service providers' reports on integrity breaches received by RRT and having assessed measurements of speed and quality of public electronic communications services regularly performed by RRT specialists, it has been concluded that the capacities of the Lithuanian public communications networks are sufficient – public communications network providers were consistently expanding them to satisfy the demand which highly increased during the pandemic.

Measurements of the Quality of Electronic Communications Services

Quality of Public Mobile Telecommunication Services

In 2020, RRT conducted test measurements of mobile telephone service quality indicators by means of the upgraded system Smart Benchmarker. In 2020, **9 079** test voice telephony (VT) calls were made and **9 156** text messages (SMS) were sent on UAB Bitė Lietuva, Telia Lietuva, AB and UAB Tele2 public mobile telephone networks.

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

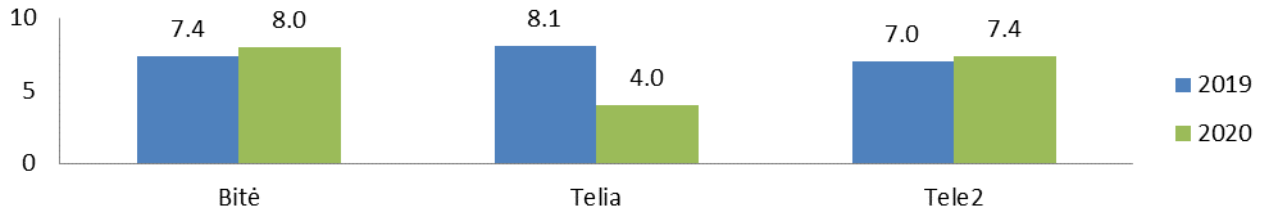


Fig. 17 **Average values of voice telephony call setup time, s**

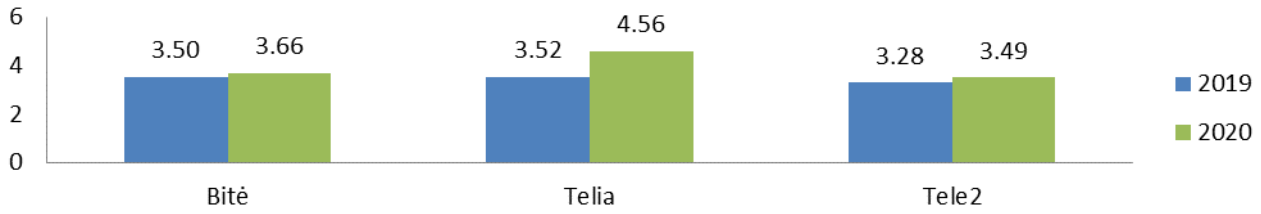


Fig. 18 **Average voice telephony transmission quality values (broadband assessment P.863-SWB 'POLQA' sampling)**
Note: The higher the MOS-LQO score, the better the voice transmission quality.

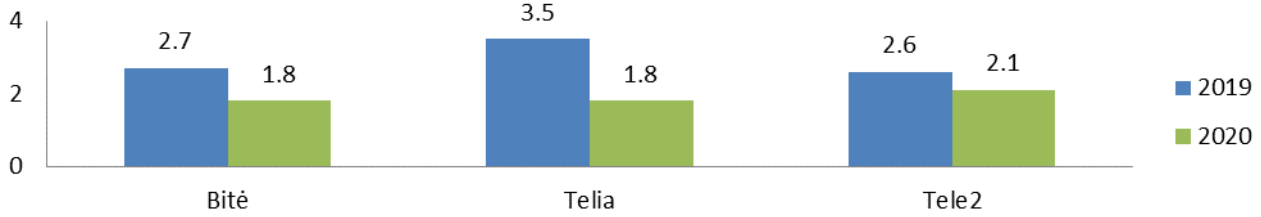


Fig. 19 **Average values of SMS delivery time, s**

The quality of mobile Internet access services

Mobile Internet access monitoring system ***matavimai.rrt.lt*** is used by RRT to regularly publish the updated measurement results. This information is useful to the users for the evaluation of the quality of mobile Internet access services and selection of the services meeting their needs.

In 2020, **87,817** data transmission tests were performed in the networks of the operators AB Lietuvos Radijo ir Televizijos Centras, UAB Bitė Lietuva, Telia Lietuva, AB and UAB Tele2. The measuring equipment was installed in a company car of RRT and the measurements were carried out in most Lithuanian cities – on main roads and rail passenger routes.

The data on the values of the Internet access quality indicator – the average data receipt speed rate calculated according to the data collected via the monitoring system – are provided below (see Fig. 20 and 21).

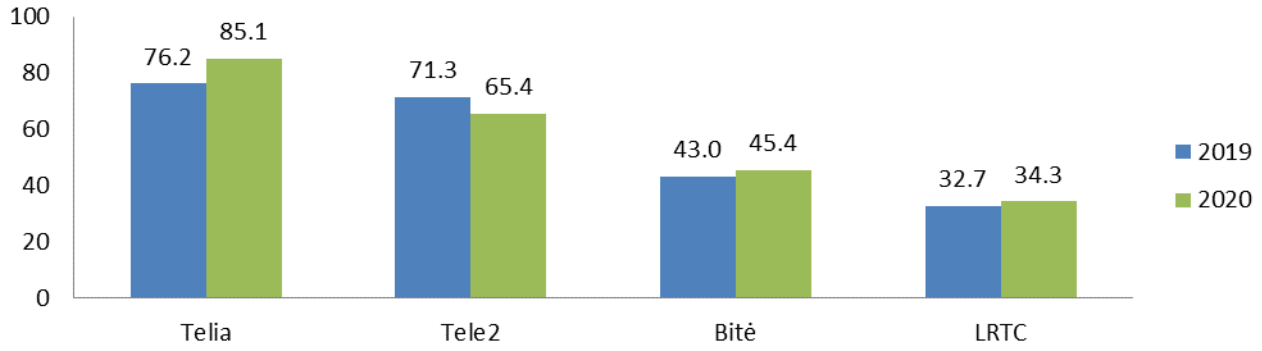


Fig. 20 **Average values of data receipt speed rate in the cities and on the roads, in mobile internet access networks, 2019-2020, Mb/s**
Note: the automatic network selection mode was used when performing measurements.

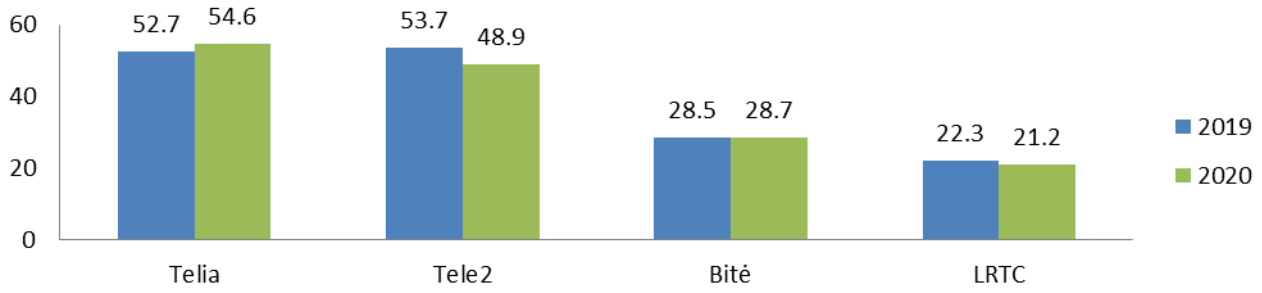
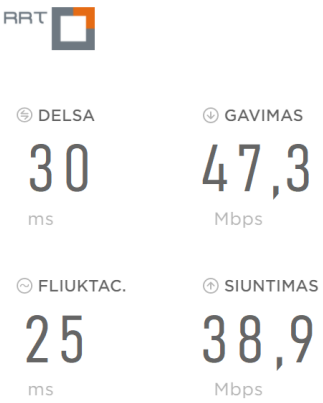


Fig. 21 **Average values of data receipt speed rate on rail passenger routes, in mobile internet access networks, 2019-2020, Mb/s**

Internet Access Speed Measuring Tool 'matuok.lt'

RRT manages the Internet access speed measuring system **http://matuok.lt/**. By using this tool the users are able to assess the speed of the Internet access provided, accumulate and analyse the measurement results on their own. The upgraded measuring tools has a new measurement module installed which is based on OOKLA data transmission speed measuring technology which provides users with an opportunity to accurately measure not only data transmission speed provided by their Internet access service providers, but also to find out other Internet access service quality indicators, such as delay, jitter. The

speed value may be also compared with the average value received by the users of the same service provider and with the average value of the measurements carried out by all users of *matuok.lt*.



In 2020, the Internet access speed measuring system users conducted over 436 thousand measurements in total, i.e. 1 194 measurements per day on average.

According to the user measurement data, the average data receipt speed rate measured in 2020 was 47.3 Mb/s, and the average data upstream speed rate was 38,9 Mb/s, whereas delay and jitter average values were 30 ms and 25 ms.

Universal postal service

Surveillance of the characteristics of the universal postal service network

By Resolution No 467 of the Government of the Republic of Lithuania of 15 May 2019 'On the obligation to provide the universal postal service', AB Lietuvos Paštas was obliged to provide the universal postal service will 31 December 2026.

The universal postal service provider's postal network shall comply with the requirements of the characteristics of the universal postal service provider's postal network[21] (hereinafter – the Characteristics). RRT supervises the compliance of the universal postal service provider with the characteristics of the postal network of the universal postal service provider established by the Ministry of Transport and Communications of the Republic of Lithuania.

In January-February 2020, RRT performed a periodic assessment of the compliance of the postal network managed by AB Lietuvos Paštas with the Characteristics. To assess if AB Lietuvos Paštas complies with the Characteristics, the application 'Akis' and additional data from the publicly available sources were used: *www.geoportal.lt*, *www.regia.lt*, *www.maps.lt*. Significant changes compared to the assessment of the compliance of the universal postal service provider's postal network with the Characteristics carried out by RRT in 2019, were not identified.

Result: During the assessment of the postal network managed by AB Lietuvos Paštas, certain insignificant irregularities in terms of the requirements for the places of provision of universal postal service, as defined in the Characteristics, were identified: in 2020 the conditions for the layout of places of provision of postal services in the cities, ,almost didn't change, if to compare with 2019 , the project 'Mobile Postman' was developed in rural areas, and the network of mail boxes was shrinking both in urban and in rural areas.

In 2020, the Characteristics were revised with active participation of RRT representatives. Characteristics were set out in the recast[22].

[21] Order No 3-46 of the Minister of Transport and Communications of the Republic of Lithuania of 25 January 2013 'On the Approval of the Characteristics of the Postal Network of the Universal Postal Service Provider'.
[22]Order No 3-624 of the Minister of Transport and Communications of the Republic of Lithuania of 15 October 2020 'On the Amendment of Order No 3-46 of the Minister of Transport and Communications of the Republic of Lithuania of 25 January 2013 'On the Approval of Characteristics of the Postal Network of the Universal Postal Service Provider'.

Result: the recast of Characteristics defined non-stationary, stationary and agreed places of provision of universal postal service, conditions for the layout of the postal network of universal postal service provider were changed and other requirements were laid down, including the requirements allowing for adjustment of the layout of places of provision of universal postal service taking into account the situation in certain Lithuanian areas, e.g. the features of certain resort territories, non-populated or less densely populated territories, expansion of urban populated areas, decreasing population in rural areas, etc.

Tariffs and Cost Accounting of Universal Postal Services

In 2020, following the obligations of the Regulation on cross-border parcels RRT assessed the tariffs of cross-border parcels applied by universal postal service provider AB Lietuvos Paštas.

The audit of AB Lietuvos Paštas cost accounting system used in 2019 was carried out.
It was established that the cost accounting system basically complies with the requirements laid down in legal acts.

In 2020, RRT assessed whether the requests from AB Lietuvos Paštas to compensate the losses from the service of delivery of periodical publications to subscribers in rural areas had any grounds. The losses were found to be justified.

In 2020, RRT **assessed the tariffs of universal postal service parcels sent by AB Lietuvos Paštas to the EU/EEA countries** based on the provisions of Regulation (EU) 2018/644[23]. Based on the filter developed by the EC, RRT analysed the tariffs of 1 kg, 2 kg and 5 kg for universal postal service ordinary parcels sent to 8 EU/EEA countries (Belgium, Iceland, United Kingdom, Malta, Norway, Portugal, Finland and Germany). In accordance to the elements set forth in Article 6 of Regulation (EU) 2018/644, RRT evaluated the selected tariffs, including the cost-based justification of such tariffs.

Result. RRT, having analysed the selected tariffs for cross-border universal postal service parcels of AB Lietuvos Paštas and their cost-based compliance, established that some tariffs were not balanced, i.e. some tariffs were lower than the costs, while the others exceeded them. An especially large difference was determined between the tariffs for 1 kg and 2 kg universal postal service parcels sent to Germany and their cost-based compliance, therefore these tariffs were to be considered as unreasonably high and were to be reduced. RRT obliged AB Lietuvos Paštas to change the tariffs for 1 kg and 2 kg universal postal service parcels sent to Germany by justifying their size based on the costs. AB Lietuvos Paštas introduced these changes and approved new tariffs for 1 kg and 2 kg universal postal service parcels sent to Germany on 1 September 2020.

At the request of RRT, BDO apskaita ir auditas, UAB **performed the audit of the cost accounting system of the universal postal service provider AB Lietuvos Paštas for 2019**.

Result. During the audit it was determined that the cost accounting system used by AB Lietuvos Paštas and the annual universal postal service report for 2019 as well as analytical annexes thereto were compliant with the

[23] Regulation (EU) 2018/644 of the European Parliament and of the Council of 18 April 2018 on cross-border parcel delivery services.

requirements of legal acts. The audit finding provided a qualified opinion on the level of detail of the description of the cost accounting system of AB Lietuvos Paštas which does not actually implement the requirements laid down in the Rules for Cost Accounting of the Universal Postal Service Provider[24], as well as on the justification of the work time standards used which are included in the distribution of costs. The audit conclusion is published on the website of RRT[25].

In 2020, RRT **received the requests of AB Lietuvos Paštas to compensate the losses from the provision of the service of delivery of periodical publications to subscribers in rural areas incurred in 2019 and in the first half of 2020**. The losses for 2019 calculated by the undertaking accounted for EUR 7.16 million, and for EUR 3.41 million for the first half of 2020.

Result. RRT examined the information provided in the request of AB Lietuvos Paštas and other available data and determined that the requests of the undertaking were reasonable in terms of compensation of losses. The conclusions of the analysis were submitted to the Ministry of Transport and Communications of the Republic of Lithuania by RRT.

SUPERVISION OF EQUIPMENT

Surveillance of the market of radio equipment and electrical and electronic apparatus

RRT carries out the supervision of the compliance of radio equipment in the Republic of Lithuania with the mandatory requirements laid down in the Technical Regulation on Radio Communications Equipment[26] (hereinafter – the Radio Equipment Regulation) as well as supervision of the compliance of electrical and electronic apparatus existing on the market of the Republic of Lithuania with the mandatory requirements laid down in the Technical Regulation on Electromagnetic Compatibility[27] (hereinafter – the EMC Regulation).

Participation in the 11th and 13th **EU market surveillance campaigns.**

50 – number of verifications of the compliance of electrical and electronic apparatus to the administrative requirements of the EMC Regulation.

50 – number of verifications of the compliance of radio equipment with the administrative requirements of the Radio Equipment Regulation.

Compliance of radio equipment with the administrative requirements of the Radio Equipment Regulation. In 2020, RRT verified the compliance of 50 types of radio equipment with the administrative requirements of the Radio Equipment Regulation regarding marking and submission of the EU declaration of conformity as a part of the surveillance of equipment market of the Republic of Lithuania. Of which 41 types of equipment complied with the essential requirements of the Radio Equipment Regulation, and 9 of them were non-compliant. At the request of authorised officials of RRT, economic operators submitted EU declarations of conformity of 4 types of equipment, and other 5 types of equipment were taken from the market for laboratory

[24] Approved by Order No 1V-625 of the Director of RRT of 1 July 2005 'On the Approval of the Rules for Cost Accounting of the Universal Postal Service Provider'.
[25] The audit finding related to the cost accounting system of AB Lietuvos Paštas of 2019 is published on the website of RRT at: https://www.rrt.lt/wp-content/uploads/2020/12/RRT-užsakymu-atlikto-nepriklausomo-audito-išvada.pdf
[26] Technical Regulation on Radio Communications Equipment approved by Order No 1V-670 of the Director of the Authority of 14 June 2016 'On the Approval of the Technical Regulation on Radio Equipment'.
[27] Technical Regulation on Electromagnetic Compatibility approved by Order No 1V-1328 of the Director of the Authority of 15 December 2006 'On the Approval of the Technical Regulation on Electromagnetic Compatibility'.

testing in RRT Apparatus and Equipment Electromagnetic Compatibility Control Division for the compliance with the essential requirements of the Radio Communications Equipment Regulation.

Conformity of electrical and electronic apparatus to the administrative requirements of the EMC Regulation. In 2020, RRT verified the **compliance** of 50 types of electrical and electronic apparatus with the **administrative** requirements of the EMC Regulation regarding marking and submission of the EU declaration of conformity as a part of the surveillance of apparatus market of the Republic of Lithuania. 11 types of apparatus did not meet those requirements as the EU declarations of conformity were not provided. The supply of these apparatus to the market has been suspended until the deficiencies are eliminated. Regarding of 2 types of apparatus where the economic operator submitted EU declarations of conformity of, the trade in such apparatus was renewed, but 9 types of apparatus whose EU declarations of conformity were still not submitted were taken from the market for laboratory testing in RRT Apparatus and Equipment Electromagnetic Compatibility Control Division for the compliance with the essential requirements of the EMC Regulation.**Conformity of radio equipment and electrical and electronic apparatus with the essential requirements of technical regulations.** In 2020, RRT authorised officials took radio equipment of 31 types and electrical and electronic apparatus of 26 types from the market to determine if they comply with the essential requirements of the technical regulations. The compliance of equipment and apparatus was verified in RRT Apparatus and Equipment Electromagnetic Compatibility Control Division.

Pursuant to the technical regulations, the information on radio equipment and electrical and electronic apparatus which were not compliant with the requirements was published in the common market surveillance information archiving and information exchange base ICSMS so that the placement of equipment and apparatus not compliant with the requirements is prevented in other EU **Participation in market surveillance campaigns organised by EU countries** In 2020, RRT took place in the 11th EU market surveillance campaign (MSC-RED-11) held by the EU administrative cooperation group ADCO RED (based on Directive 2014/53/ES)[28]. During this campaign, radio sets (PMR/PMR446) sold on the equipment market of the Republic of Lithuania were checked. When carrying out the market surveillance campaign, radio sets (PMR/PMR446) of 10 types (17 pcs. in total) were taken from the market to assess the compliance with the administrative and essential requirements of the Radio Equipment Regulation. Having performed the tests, 8 types of radio equipment were found non-compliant with the essential requirements and, on the basis of such findings, the economic operator was required to take all corrective measures to ensure the compliance with such requirements or withdraw equipment from the market.

RRT also participates in the EMC ADCO **13th market surveillance campaign of EU countries** (MSC-EMS-13) commenced in 2020 under the EMC Directive (2014/30/ES)[29] which aims at microwaves. This campaign will focus on testing the compliance of 5-10 microwaves with the essential and administrative requirements of the EMC Regulation. In 2020, the compliance of 19 types of microwaves with the administrative requirements of the EMC Regulation and compliance of 7 types (8 pcs. in total) of apparatus with the essential and administrative requirements was verified. Having performed the tests, 2 types of equipment were found as non-compliant with the essential requirements and the respective economic operator was required to take all corrective measures or withdraw the equipment from the market. This campaign will continue in 2021 as well.

It must be noted that RRT specialists drafted MSC-EMS-11 and MSC-EMS-12 general reports of EU country campaigns and presented them in the 48th ADCO meeting of cooperation between EU administrations under EMC Directive held in November 2020 as well as the procedure for performance of MSC-EMS-13 EU campaign carried

[28] Radio equipment must comply with the essential requirements laid down in 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).
[29] Apparatus must comply with the essential requirements laid down in Directive 2014/30/EU on the harmonisation of the laws of the Member States relating to electromagnetic compatibility and repealing Directive 1999/5/EC (OJ 2014 L 96, p. 79).

out in the territory of EEA countries (EU and EFTA Member States) subject to the verification of the compliance of microwaves placed on the market with the formal and essential requirements for 2020-2021.

In 2020, the data on 1 932 types of radio equipment and electrical and electronic apparatus imported to the Republic of Lithuania from the third countries received from the Customs Department under the Ministry of Finance of the Republic of Lithuania was analysed. It must be noted that at the end of 2020 a large quantity (dozens of tons) of decorative garlands and LED lamps was imported to the country – this relates to the pre-holiday period and e-commerce which radically increased due to the quarantine.

Assessment of the compliance of electrical and electronic apparatus and radio equipment taken from the market

Electrical and electronic apparatus and radio equipment of 57 types were taken from the market for testing (65 pcs. in total). Having performed 196 tests of electromagnetic compatibility and effective radio spectrum use, it was established that electrical and electronic apparatus and radio equipment of 21 types were non-compliant with the essential requirements for electromagnetic compatibility and effective user of radio spectrum.

Accredited RRT Apparatus and Equipment Electromagnetic Compatibility Control Division conducted the assessment of the compliance of electrical and electronic apparatus and radio equipment taken from the Lithuanian market with the essential requirements[30].

Compliance of radio equipment taken from the market with the fundamental requirements

In accordance to the Law on Electronic Communications performing the surveillance of the market of radio equipment and aiming to assess if radio equipment placed on the market comply with the essential requirements for effective use of radio spectrum and electromagnetic compatibility, RRT carried out 117 accredited tests under harmonised standards in 2020. The total of 38 pieces of radio equipment of 31 types were tested. It was determined that 12 types of radio equipment taken from the market did not meet the fundamental requirements of Directive 2014/53/EU[31] or Radio Equipment Regulation. **Trading** of that equipment as non-compliant with the fundamental requirements **was suspended** until the required level of electromagnetic compatibility was reached as well as effective use of radio spectrum.

Other equipment identified among those non-compliant with the essential requirements included PMR446 radio sets, short range devices (remotely controlled toys). The main non-compliance parameter is the **non-conformity of secondary radiation of the transmitter** to the requirements set in the harmonised EN standards. The placement of these devices on the market[32] has been suspended until the deficiencies are eliminated.

Compliance of electrical or electronic apparatus taken from the market with the essential requirements of electromagnetic compatibility (EMC)

In accordance to the Law on Electronic Communications performing the surveillance of the market of electrical or electronic apparatus, RRT carried out 79 accredited tests under harmonised standards to assess if electrical or electronic apparatus on the market complied with the essential requirements of electromagnetic compatibility in 2020. The total of 27 electrical or electronic apparatus of 26 types were tested. It was determined

[30] Apparatus 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), radio equipment shall comply with the requirements of 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).
[31] 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.
32 Making available on the market means any supply of radio equipment for distribution, consumption or use in the EU market in the course of a commercial activity, whether in return for payment or free of charge.

that 9 types of electrical or electronic apparatus taken from the market did not meet the fundamental requirements of Directive 2014/30/EU[33] or EMC Regulation. **Trading** of those devices as non-compliant with the fundamental requirements **was suspended** until the required level of electromagnetic compatibility was reached.

Apparatus which was not compliant with the essential requirements included lighting equipment (LED lamps) and microwaves. The main parameter of non-compliance was conducted disturbances, mains harmonics distortions and non-conformity of electromagnetic radiation emitted by devices to the requirements laid down harmonised EN standards. The placement of these apparatus on the market has been suspended until the deficiencies are eliminated.

Technical expertise of devices. In 2020, RRT received the requests from the law enforcement authorities to verify 41 devices and carry out their technical expertise (20 requests received from the Criminal Police, 21 – from the State Border Guard Service under the Ministry of the Interior of the Republic of Lithuania).

Generally, law enforcement authorities were arresting persons with radio suppressors whose illegal use and/or storage impose administrative liability according to Article 464 of the Code of Administrative Offences of the Republic of Lithuania. The breakdown of verified types of devices is presented in the chart (see Fig. 22).

Suppressors	51 %
Radio stations	17 %
GPS receivers	15 %
Other equipment	17 %

Fig. 22 **Breakdown of verified devices by types**

Handling of radio suppressors. In 2020, police officers searched 6 persons and seized radio suppressors, the administrative offence protocols were drawn up indicating administrative instructions under Article 464(1) of the Code of Administrative Offences of the Republic of Lithuania. When the persons paid the fines to the state budget, RRT adopted the resolutions on the seizure of radio suppressors. Radio suppressors will be dismantled and waste will be handed over to the specialised manager of electrical and electronic waste.

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

915 – the record number of the tests of effective use of radio spectrum and electromagnetic compatibility (206 types) throughout the entire history of measurements (19 years) performed.

Assessment of the compliance of electrical and electronic apparatus and radio equipment placed on the EU market

electrical and electronic apparatus, radio equipment and vehicles of 149 types (159 pcs. in total) placed on the market were tested. After 719 tests for electromagnetic compatibility radiated emissions and immunity, 42 types of devices or vehicles were found non-compliant with the fundamental requirements for electromagnetic compatibility.

[33] 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) (OJ 2014 L 96, p. 79).

EMC tests with the first Lithuanian e-bus

Following the agreements with the economic operators (manufacturers, authorised representatives, importers and distributors), accredited RRT Apparatus and Equipment Electromagnetic Compatibility Control Division conducted the assessment of the compliance of new electrical and electronic apparatus (i.e. domestic appliances, lighting equipment, electrical and electronic equipment used for industrial, scientific, medical purposes, also lifts, escalators and conveyors), radio equipment and vehicles[34] placed on the EU market for the first time.

Prior to placing on the market, 550 accredited tests of new electrical or electronic apparatus and medical devices were performed under harmonised electromagnetic compatibility standards. electrical or electronic apparatus and medical devices of **108** types (118 pcs. in total) were tested. It was determined that 25 types of electrical or electronic apparatus and 7 medical devices placed on the market did not meet the fundamental requirements of Directive 2014/30/EU[35] or Directive 93/42/EEC[36] on medical devices or EMC Regulation. This way the placement on the market of apparatus non-compliant with such fundamental requirements was prevented and the users were protected against devices of poor-quality emitting harmful electromagnetic interferences.

143 accredited tests of new radio equipment were performed under harmonised standards prior to its placement on the market. 28 types of radio equipment were tested. It was determined that 8 types of new radio equipment placed on the market did not meet the fundamental requirements of Directive 2014/53/EU[37] or the Radio Equipment Regulation.

In 2020, the conformity of vehicles of 13 types was tested with the electromagnetic compatibility requirements of UN ECE R.10[38]. Vehicles of two types did not meet the requirements.

The apparatus among the ones non-compliant with the essential requirements included lighting equipment (LED lamps), scientific equipment, various medical devices and microwaves. The main parameter of non-compliance was **conducted disturbances, mains harmonics distortions and non-conformity of electromagnetic radiation emitted by devices** to the requirements laid down harmonised EN standards, as well as **insufficient level of resistance** to radio frequency fields**.** Placement of those apparatus as non-compliant with the requirements will be suspended until the required level of electromagnetic compatibility is reached.

Based on the agreement with the Finnish market surveillance administration TUKES, RRT carried out the assessment of compliance of electrical and electronic apparatus of 28 types taken from the Finnish market with the essential requirements of electromagnetic compatibility (accredited tests). This international cooperation among the EU administrations will continue in 2021 as well.

[34] Apparatus 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 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).
[35] 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) (OJ 2014 L 96, p. 79).
[36] Directive 93/42/EEC of the Council of 14 June 1993 concerning medical devices (OJ 1993 L169, p.1).
[37] Directive 2014/53/EC 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
[38] 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 2012 L 254, p.1).

SUPERVISION OF TRUST SERVICES

Trust services mean the services of creation of electronic signatures, electronic seals, website authentication certificates and electronic time stamps, validation of electronic signature and electronic seal, preservation of electronic seal 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 (hereinafter – the eIDAS Regulation). Since 2016, RRT has been appointed as the body responsible for monitoring trust services and the authority in charge of establishing, maintaining and publishing national trusted lists.

4 — number of providers established and supervised in Lithuania that were providing qualified trust services at the end of 2020: Identity Documents Personalisation Centre under the Ministry of the Interior of the Republic of Lithuania (hereinafter – IDPC), State Enterprise Centre of Registers (hereinafter – CR), UAB BalTstamp and UAB Dokbit.

5 – qualified trust services of different types out of 9 possible were provided by qualified trust service providers established and supervised in Lithuania at the end of 2020. This is the largest range of services in the entire Northern European and Baltic region.

The number of users of **www.elektroninisparasas.lt** went up by 85% in 2020. This was caused by a larger scope of the services provided electronically during the COVID-19 pandemic and higher demand for the use of electronic signature.

At the beginning of 2020, qualified trust services were provided by IDPC, CR and UAB BalTstamp. RRT assessed the notification of UAB Dokobit on qualified trust services intended to be provided and other performance documents and, considering the fact that the processes of this service provider were adjusted under RRT's comments, confirmed that the company and trust services it provides were compliant with the requirements of the eIDAS Regulation. By Order of the Director of RRT of 12 May 2020[39], the decision to grant a **qualified** status to UAB Dokobit and validation services for electronic signatures and electronic seals it intends to provide was adopted.

In 2020, RRT assessed the changes in the provision of qualified trust services (of CR – for creation of qualified electronic time stamps, of IDPC – for certificates of electronic identification of residents in electronic space and generation of qualified certificates for electronic signature). RRT confirmed said amendments to the provision of services for service providers who adjusted performance processes under RRT's comments as compliant with the requirements of the eIDAS Regulation.

When carrying out the supervision of qualified trust service providers, RRT was addressing the issues related to the security of electronic signature creation devices distributed by service providers and reliability of cryptographic algorithms. RRT analysed information received from trust service providers and certification bodies, evaluated the experience of other EU countries and submitted proposals to the European Commission regarding the update of information in the list of qualified electronic signature creation devices drafted and maintained by it.

Having summarised the data of 2020 received from IDPC and CR on generated valid qualified certificates for electronic signature, it is seen that, compared to 2019, the total number of valid qualified certificates issued and created by these two Lithuanian service providers decreased by 2.6% in 2020: at the end of 2019 there were 678 017 valid qualified certificates, at the end of 2020 – 660 541. The number of qualified certificates for electronic signature generated by IDPC went down by 1.2% (from 621 018 certificates at the end of 2019 to 613 419 certificates at the end of 2020), and the number of certificates generated by CR decreased by 17.5% (at the end of

[39] Order No (1.9E)1V-513 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 12 May 2020 'On granting the status of qualified trust service provider to UAB Dokobit and its inclusion in a trusted list'.

2019 there were 56 999 certificates, in 2020 – 47 032). Despite that fact that the number of qualified certificates for electronic signature created by Lithuanian service providers was going down over the year, the total number of certificates issued to Lithuania residents grew by as many as 36.5% in 2020 (at the end of 2019 there were 1 555 048 valid certificates, and at the end of 2020 there were 2 122 822 valid certificates), since majority of Lithuanian residents are using qualified certificates for electronic signature created by Estonian company SK ID Solutions[40] designed to sign by means of mobile devices. The number of valid qualified certificates issued together with SIM cards and Smart-ID application by this company increased by 66.7% (at the end of 2019 – 877 031, at the end of 2020 – 1 462 371): 322 605 certificates issued with SIM cards (at the end of 2019 – 258 701) and 1 139 766 qualified certificates with Smart-ID app (at the end of 2019 – 618 330).

At the end of 2020, the major share of the market of certificates for electronic signature in Lithuania (68.9% of all qualified certificates for electronic signature or 99.8% of certificates designed to sign by mobile devices) was held by the trust service provider SK ID Solutions established in Estonia. Although the services of this service provider are provided to Lithuanian residents, based on the provisions of Article 17 of eIDAS Regulation, however, the supervision of this service provider is carried out by the Estonian supervision authority[41] and RRT is unable to apply the supervisory actions to this service provider.

Besides, although the number of qualified certificates for electronic signature created by Lithuanian service providers decreased in 2020 but Lithuanian service providers are providing increasingly more qualified trust services every year. The volumes of qualified electronic time stamp creation services, which are one of the most popular ones, went up by more than 1.5 times in 2020. The services of creation of qualified electronic time stamps were provided by 2 service providers in Lithuania in 2020: CR and UAB BalTstamp. In 2020, the total of 91,980,297 qualified electronic time stamps were created (in 2019 – 59,611,852). CR created 65 825 297 qualified electronic time stamps (in 2019 – 22,503,572), and UAB BalTstamp created 26,155,000 (in 2019 – 37,108,280) qualified electronic time stamps.

At the end of 2020, CR had generated two qualified certificates for electronic seal (in 2019 – one). It is likely that in the future with an increasing significance of digital transactions electronic stamps will become more and more attractive to the companies which need to confirm their transactions online and its use will only go up. In 2020, UAB Dokobit verified 27 410 qualified certificates for electronic signature and qualified certificates for electronic seals.

In 136 cases, RRT provided consultations and methodological assistance to natural and legal persons (including trust service providers) regarding the creation of electronic time stamps, electronic signing services and other issues related to trust services.

In 2020, RRT further managed the website www.elektroninisparasas.lt[42] which publishes information on trust services and their supervision in Lithuania. The website also publishes the national trust list – list designed for automatic processing containing information on the Lithuanian qualified trust service providers and services they provide. Moreover, the website makes available the material on trust services and electronic signature developed, at the request of RRT, during the project 'Connected Lithuania: effective, safe and responsible Lithuanian digital community' implemented with the partners[43].

[40] This provider distributes qualified certificates for electronic signature together with SIM cards and Smart-ID application.
[41] Information System Authority (RIA).
[42] The website grants access to electronic signature, electronic seal, website authentication certificate and electronic time stamp verification tool https://tikrinti.elektroninisparasas.lt and electronic signature remote training system https://mokykis.elektroninisparasas.lt, which provides the persons with useful information on electronic signature, electronic seal, practical uses thereof, detailed instructions how to sign electronic documents by means of certain apps, and how to check knowledge gained through a test.
[43] Information Society Development Committee, Association Langas į ateitį, Martynas Mažvydas National Library of Lithuania and Ministry of the Interior of the Republic of Lithunia.

The number of users of the website www.elektroninisparasas.lt grew by 85% in 2020. (in 2019 there were 7 589 users, in 2020 – 14 050 users). This was caused by a larger scope of the services provided electronically during the COVID-19 pandemic and interest of the service users in electronic signature and other trust services. In 2020, modernisation of the website was performed, functionality of the verification tool was increased, content of the training framework was updated.

RRT and association INFOBALT organised 2 virtual events to the market participants on 'eIDAS Regulation: electronic signature and other tools for process digitalisation' to disseminate various tools designed for reliability of digital transactions and share best practices for the use of business needs.

RRT participated in a series of GovTech challenges organised by the Agency for Science, Innovation and Technology[44]. GovTech Lab seeks to promote the development of innovative technological solutions and application thereof in the public sector. RRT aims at finding a solution which would help to partly automate the supervision of trust service providers. The challenge raised by RRT was tackled by the team of UAB Novian Systems. Application of the results will be tested in 2021.

PROMOTION OF INVESTMENTS AND DEVELOPMENT OF ADVANCED ICT TECHNOLOGY

The guidelines for the fifth generation mobile communications (5G) development in Lithuania for 2020-2025 were approved.

The draft description of the conditions for the auction granting the right to use radio frequencies (channels) from the 700 MHz radio frequency band is under coordination.

The Plan for the Radio Communications Development in the 24.25-27.50 GHz Radio Frequency Band was approved.

Telia Lietuva AB was assigned 3.6 free radio frequencies to test 5G operation for the temporary non-commercial use.

Deployment of 5G technology is currently one of the strategic goals of the EU and Lithuania. Deployment of this technology will both enable offering new quality electronic communications services and open new opportunities for using radiocommunication in the fields of the Internet of Things, application of process robotisation and artificial intelligence.

To ensure effective and accelerated development of 5G in Lithuania, RRT was active in **drafting the Republic of Lithuania guidelines for the fifth generation mobile communications (5G) development in Lithuania for 2020-2025 which were approved by the Government of the Republic of Lithuania**[45]. The guidelines establish 5G development stages, identify and define technical, legal and organisational measures which, when implemented, would allow for deployment and development of 5G in Lithuania. Pursuant to the established guidelines, 5G development in Lithuania as in other EU countries is primarily associated with the 694-

[44] In total, RRT took part in two MITA challenges; for more information on the second challenge, see chapter 'Project 'Safer Internet' and activities of the internet hotline 'Clean internet'.
[45] By Resolution No 577 of the Government of the Republic of Lithuania of 3 June 2020 'On the establishment of the guidelines for fifth generation mobile communications (5G) development in 2020-2025 of the Republic of Lithuania'.

790 MHz (hereinafter – the 700 MHz), 3400-3800 MHz (hereinafter – the 3.6 GHz) and 24.25-27.50 GHz radio frequency bands.

The Plan for the Development of the 700 MHz Radio Frequency Band was drafted and approved by RRT in 2018.[46] The main task in 2020 was to reach an agreement with the administrations regulating radiocommunication of the neighbouring countries regarding the coordinated freeing up of this radio frequency band from television broadcasting services. Lithuania, Latvia and Belarus exchanged the letters expressing the intentions to fee up the 700 MHz radio frequency band within 2021-2022. Unfortunately, the telecommunications administrations of the Russian Federation and Republic of Poland have not decided on the date of freeing up of the 700 MHz radio frequency band yet. Despite this, we are planning to hold the auction grating the right to use the radio frequencies (channels) from the 700 MHz frequency band in the near future.

The drafting of the Plan for the Radio Communications Development in the 3400-3800 MHz Radio Frequency Band was continued in 2020. Having assessed the comments and proposals from market participants and public authorities concerned during the consultation, it was decided to postpone the approval of the Plan for the Radio Communications Development in the 3400-3800 MHz Radio Frequency Band until the issues of cybersecurity and cross-border radio frequency coordination are resolved. The resolution of such issues will enable moving towards the drafting the terms for the auction of radio frequencies.

The telecommunications administration of the Russian Federation notified RRT that it held the position that their radiocommunication systems should be preserved under especially stringent conditions; this would highly restrict the development of Lithuanian 5G networks in this range, therefore the agreement with the Russian Federation was not reached. RRT, having analysed the feasibility of compatibility of satellite Earth stations operating in the 3.6 GHz radio frequency band and planned for the use in the Kaliningrad Region with the 5G terrestrial network intended to be deployed in Lithuania, will include the Earth station protection zones of the Russian Federation established under the Radiocommunication Regulation of the International Telecommunication Union (ITU) (hereinafter – Radiocommunication Regulation) in the terms for the deployment of 5G networks and will announce the auction for this radio frequency band. This way, despite the absence of the agreement with the Russian Federation, auction winners will be able to deploy radiocommunication 5G networks in compliance with the conditions laid down in Radiocommunication Regulation or deploy fixed communications 5G networks.

RRT drafted and, on 23 September 2020, **approved the Plan for the Radio Communications Development in the 24.25-27.50 GHz Radio Frequency Band**. According to this legal act, RRT will announce the auction granting the right to use radio frequencies (channels) from the 26.3-27.5 GHz radio frequency bands having determined the market demand. The auction winners will be obliged to provide electronic communications services via electronic communications networks suitable for 5G technology communications and ensure transmission capacity of at least 1 GB/s at least in the cities. Public consultation during which RRT invited electronic communications market participants and other stakeholders to provide their opinion on future plans for deployment of next-generation terrestrial mobile radiocommunication (5G) in Lithuania and use of 24.25-29.5 GHz radio frequency band was taking place till 31 January 2020. It revealed that there is no need for it so far.

On 29 January 2020, the European Commission approved a joint set of harmonised measures to mitigate the security risk related to deployment of fifth-generation (5G) mobile communications networks. It provided for the stricter requirements for security, assessment of providers' risk profiles, application of relevant restrictions to providers which are considered as posing a high risk, and deployment of diversification strategies for the sellers. These measures led to the revision of the draft documents related to the auctions for 5G mobile radiocommunications. **RRT believes that the measures related to national and cybersecurity should be**

[46] 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'.

established in the Republic of Lithuania Law on the Protection of Objects of Importance to Ensuring National Security and Republic of Lithuania Law on Cybersecurity as well as in implementing legal acts, whereas the terms of the auctions could contain the references to these legal acts. This provision is still being coordinated with other institutions concerned. Irrespective of the fact that the auctions for radio frequency bands required to plan 5G development in 2020 were forwarded to 2021, all operators were intensively preparing for as smooth and fast deployment of 5G technology in Lithuania as possible.

Legal acts governing radiocommunication in Lithuania provide for an opportunity to allocate free radio frequencies to the operators for the purposes of service testing and non-commercial use prior to announcing the auction winners. RRT, having received the request from Telia Lietuva, AB and in support of the initiative of this company to practically test the functioning of 5G, allocated free radio frequencies from the 3.6 GHz radio frequency band to this operator for temporary use for non-commercial purposes. The measurements of the radio signals of 5G technology base stations allow the operators to prepare for deployment of the networks and provide RRT with additional arguments in negotiations with the administrations of the neighbouring countries. Our common goal is to have fully-fledged 5G services in Lithuania as soon as possible and to allow the operators to start providing 5G services immediately after respective frequency auctions.

Taking the situation caused by the pandemic into account, the documents related to allocation of radio frequencies (channels), establishment of conditions and issuance of licences are drafted electronically and signed by means of electronic signature and entries are made in the database managed by RRT instead of licences in paper form. This led to a lower number of social contacts, use of stationery, but also it accelerated the allocation of electronic communications resources crucially necessary to the ICT activities.

DEVELOPMENT OF MOBILE RADIOCOMMUNICATION NETWORKS

Calculations of the speed zones of data transmitted over LTE (4G) networks have been performed. Maps of estimated zones of data transmission speed corresponding to 10% and 50% of operator network loads have been published.

In 2020, GSM, UMTS, LTE and WiMAX (mobile) network operators of public mobile radiocommunication systems registered 2 551 base stations, 309 base stations were deregistered. 20 775 base stations were used at the end of the year.

Compared to 2019, the number of GSM base stations grew by 3.37%, number of UMTS base stations went up by 7.18%, and number of LTE base stations increased by 24.48%. The number of UMTS base stations significantly decreased in the 2100 MHz radio frequency band (198 stations were deregistered), whereas the increase of UMTS base stations was recorded due to more active registration of the stations in the 900 MHz radio frequency band (518 stations were registered). The trends of growth of public mobile radio network base stations in 2017-2020 are presented in Fig. 1.

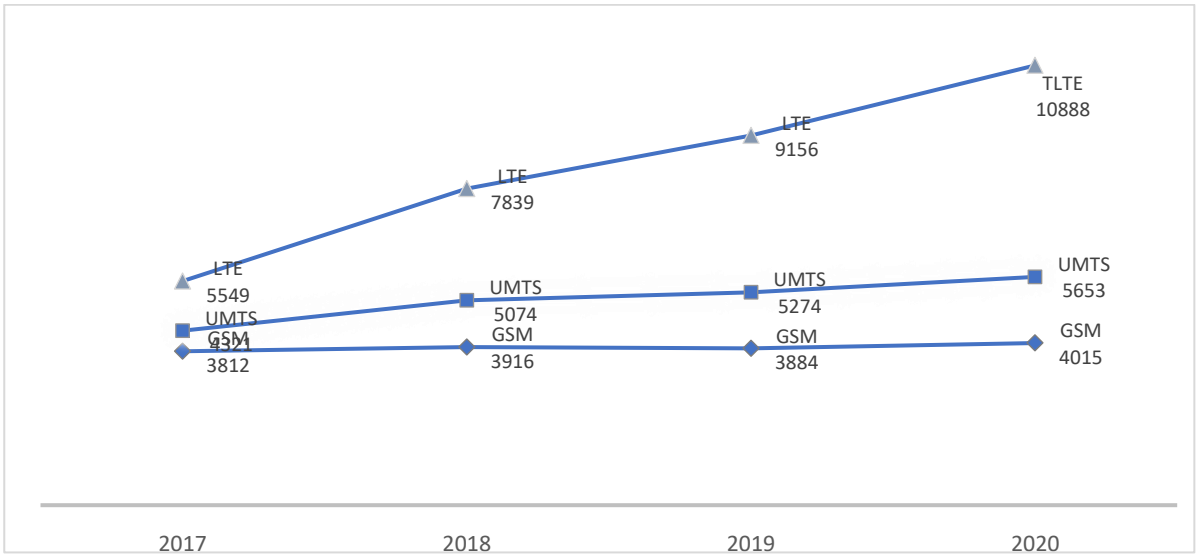


Fig. 1 The **dynamics of public mobile radio network base stations in 2017-2020, units**

In 2020, RRT conducted the supervision of radio frequencies used by 1 044 internal radiocommunication networks for mobile communications.

In 2020, the steepest growth of LTE technology-based base stations was recorded in the 1800 MHz, 2100 MHz and 2600 MHz radio frequency bands. RRT registered 806 LTE base stations in the 2100 MHz frequency band, 406 LTE base stations in the 1800 MHz frequency band, 315 LTE base stations in the 2600 MHz frequency band, 254 LTE base stations in the 800 MHz frequency band, 28 LTE base stations in the 2600 MHz frequency bands (TDD) and 10 LTE base stations in the 2300 MHz frequency band. The increase of the number of LTE base stations is largely related to the fact that the operators were using a part of the 1800 MHz and 2100MHz frequency bands used for GSM and UMTS technologies for LTE (4G) technology. This trend, where the growth of the number of LTE (4G) network base stations is recorded every year compared to other technologies, has been observed since 2017. This shows that LTE technology has undoubtedly become the main technology for the provision of mobile radiocommunication services to the Lithuanian residents. The breakdown of public mobile radio network base stations in 2020 is presented in Fig. 2.

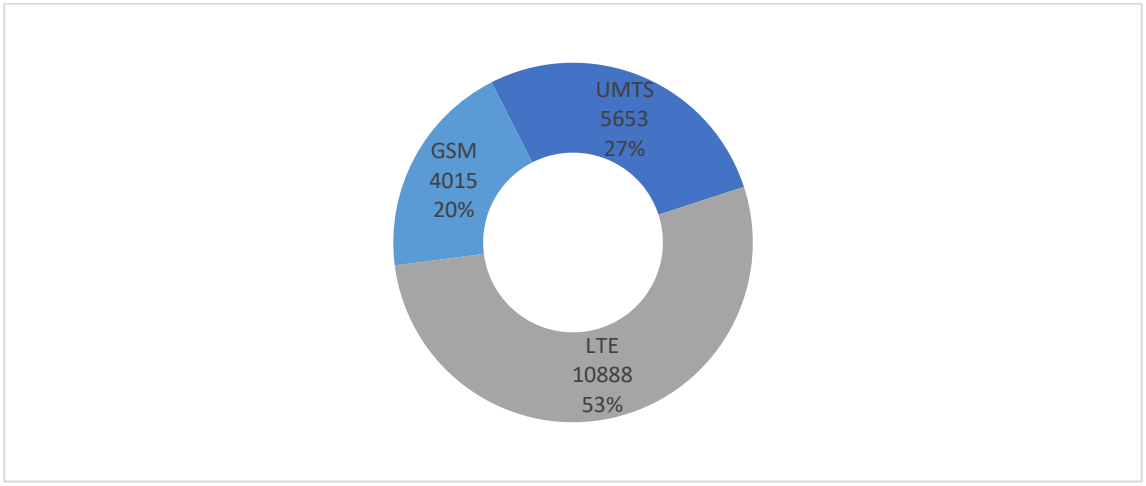


Fig. 2 The **number of public mobile radio network base stations in 2020, units and %**

In 2020, RRT conducted the calculations of probable GSM (2G) and LTE (4G) coverage zones of UAB Bitė Lietuva, Telia Lietuva, AB and UAB Tele2 and updated the probable coverage zone maps. They are published on

the website of RRT. The calculation results show that the radio networks of all three mobile operators were covering the territory of Lithuania almost equally well (see Table 11).

Table 11. **Probable coverage of GSM, UMTS and LTE networks, % of the territory of the Republic of Lithuania**

	Probable coverage of GSM networks			Probable coverage of UMTS networks			Probable coverage of LTE networks		
	-95 dBm	-85 dBm	-75 dBm	-105 dBm	-95 dBm	-85 dBm	-115 dBm	-105 dBm	-95 dBm
UAB Bitė Lietuva	99.1	90.8	66.4	99.6	97	79.7	97.8	76.1	44.4
Telia Lietuva, AB	99.7	96.3	76.9	99.8	98.4	84.7	98.4	77.2	46.9
UAB Tele2	99.7	97.8	83	99.8	97.7	80.6	98.8	81.2	50.2

The coverage zones are provided at different levels of an electromagnetic signal starting with the minimum signal level enabling to initiate communication link in an open location till the signal level which ensures communications inside the buildings.

The website of RRT also publishes the estimated speed zone maps for the major mobile communications operators' LTE (4G) networks. Theoretical calculations of data download speed in LTE network have been performed based on the uniform methods applied to all operators. The calculations aim at comparing the estimated data download speed in operators' LTE networks at the network load of 10% and 50% (Fig. 3).

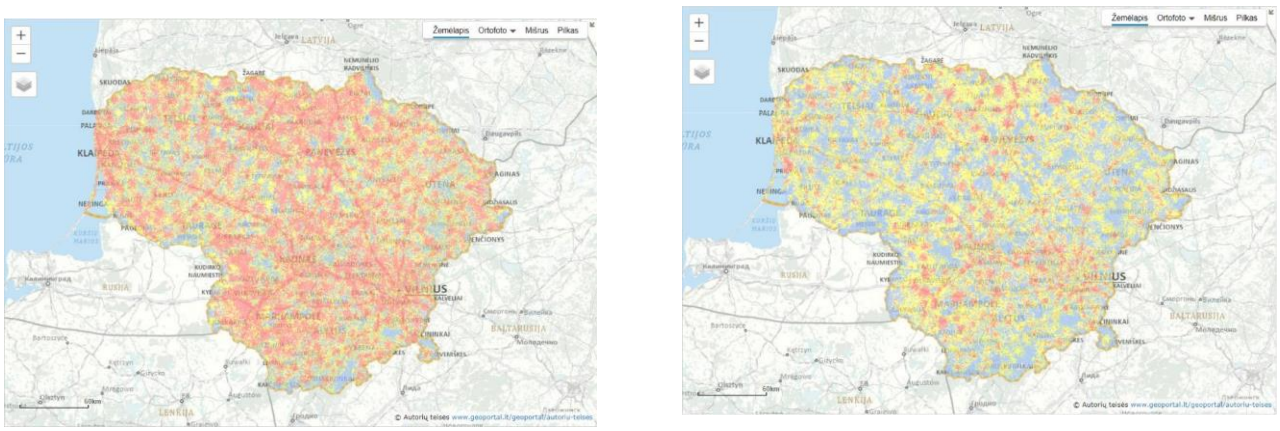


Fig. 3 **Speed of data transmitted via LTE network at the load of 10% (on the left) and 50% (on the right)**

To facilitate the registration of base stations for mobile operators, the base station registration system Inventory3D was acquired. It enables the operators to upload their base station database, compares the data of the stations with the already registered data and data stored in the spectrum management system, and it also helps to promptly detect the changes in the station parameters and identify new base stations.

DIGITAL TELEVISION AND RADIO

At the end of 2020, as many as 91 digital terrestrial television stations were operating in Lithuania. 16 stations were used to transmit TV programmes of local and regional broadcasters, the remaining 75 stations were used to transmit the programmes of two networks of national coverage (the first network of AB Lietuvos Radijo ir Televizijos Centras (Telecentre) and the network of Lithuanian National Radio and Television).

In the summer of 2020, taking account of the concern of the residents of Vištytis town and its surroundings, the conditions for reception of signals of the first digital terrestrial television network of AB Lietuvos Radijo ir Televizijos Centras and digital terrestrial television networks of Public Enterprise Lithuanian National Radio and

Television were improved. The performed calculations showed that the nearest digital terrestrial television network stations installed in Kalvarija and Marijampolė did not ensure good quality of TV programme reception in Vištytis due to terrain characteristics, where the conditions for the signals of the transmitters of neighbouring countries to be emitted to this location are really favourable. Vištytis is situated near the state border, therefore the opportunities to improve the reception of television signal in line with the international radio frequency coordination agreements are limited. The acceptable solution was found. Vištytis Field I Village (Vilkaviškis distr.) had the new digital terrestrial television station installed where two television signal transmitters started operating via TV channels 21 and 44 (474 MHz and 658 MHz radio frequencies) on 11 August 2020. A new station enabled watching Lithuanian television programmes across the border as well.

RRT together with other institutions have implemented one project of the project 'Global Lithuania'[47] which aims at allowing for transmitting television programme LRT LITUANICA to the Lithuanian community in Suvalkai region of Poland by means of a radio frequency (channel) assigned for this purpose to the Lithuanian National Radio and Television. Based on this measure it was decided to ensure reliable reception of the programme LRT LITUANICA in the regions of Suvalkai ir Seinai Counties in Podlasie Voivodeship of Poland densely populated by Lithuanians by transmitting the digital terrestrial television signal from Lazdijai antenna mast and by using the repeater installed on Suvalkai antenna mast. RRT carried out the function assigned to it – on 27 July 2020, it issued a licence to the Lithuanian National Radio and Television granting the right to use television channel 23 (490 MHz) in the Lazdijai digital terrestrial television radio station till 26 July 2025.

According to the recast of the Plan for Development of Digital Terrestrial Television adopted in 2019, the 700 MHz radio frequency band, which is still used to broadcast television programmes, will need to be freed up by 30 June 2021 so that it may be used to deploy broadband mobile systems. Currently, 18 digital terrestrial television stations are operating in the 700 MHz radio frequency band: 16 stations – in the first digital terrestrial television network of AB Lietuvos Radijo ir Televizijos Centras, 2 stations are dedicated to transmit local television programmes.

At the end of 2020, 12 national coverage terrestrial radio (FM) networks consisting of 223 VHF radio stations were operating; local and regional radio programmes were broadcasted via 96 additional stations. In 2020, 5 radio broadcasting stations started operating at new radio frequencies in various locations of Lithuania. The terms and conditions for the use of 2 radio frequencies were amended, which led to better radio programme reception in certain locations.

In 2020, taking account of the need to use the radio frequencies (channels) of broadcasting purpose to transmit audio of public events, which occurred during the national state of emergence, RRT allocated 38 radio frequencies (channels) from the 87.5-108 MHz radio frequency band for experimental purposes and non-commercial use. Also, RRT and the Radio and Television Commission of Lithuania amended the Plan of Radio Frequency Allocation for Radio and Television Programme Broadcasting and Transmission which came into force on 8 May 2020. It simplified the procedure for issuance of licences by the Radio and Television Commission of Lithuania and allocation of radio frequencies (channels) for broadcasting of public events for a period not exceeding 6 months.

FIXED RADIOCOMMUNICATION

[47] Programme 'Global Lithuania' 2012-2021 for involvement of foreign Lithuanians in societal life of the State approved by Resolution No 389 of the Government of the Republic of Lithuania of 30 March 2011 'On the Approval of Programme 'Global Lithuania' 2012-2021 for involvement of foreign Lithuanians in societal life of the State'.

Fixed communications means the data transmission via electromagnetic waves between two geographically fixed points. Generally, these are lines designated to establish a radio communication between fixed accurately defined points which are called radio relay lines (hereinafter – RRLs).

In 2020, due to quarantine introduced during the COVID-19 pandemic, the need for data transmission grew significantly, mostly due to remote working. Where earlier the operators used to ensure the telephone and internet connection of working people in one geographical point, the demand for high-capacity transmission lines in various locations of the country occurred during quarantine.

The Lithuanian operators more frequently use wider 56 MHz or even 112 MHz radio frequency channels; the transmission capacity of such RRLs is up to 1Gb/s. This way better connection for mobile internet users may be ensured. At the request of the Lithuanian operators, 1 066 new RRLs were registered in 2020 and licences for 2 132 radio stations were issued. Compared to 2019, 196% or twice as many data transmission lines were installed in 2020. Currently, 9 500 radio-relay lines are operating in Lithuania.

Operators were provided with a simplified opportunity to register radiocommunication transmission systems whose frequency is over 40 GHz. The electronic registration of RRL stations able to operate in the 64--64.5 and 65--65.5 GHz and 74.625--75.875 and 84.625-85.875 GHz radio frequency bands is available on RRT website – radio frequency users may start using such RRL more easily as they do not need to obtain an individual permit, the registration of such RRLs is enough. 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, the operators have registered some 70 RRL in radio frequencies higher than 40 GHz.

RRT is highly involved in coordination of fixed service stations with the neighbouring countries under mutual agreements or Radiocommunication Regulation. The coordination of electromagnetic compatibility of radio stations is carried out to protect the Lithuanian fixed service users from harmful interferences from other countries. All newly built fixed service radiocommunication stations are coordinated with the neighbouring countries and are notified to the International Telecommunication Union (ITU) Master International Frequency Register in accordance with the rules established by ITU.

In 2020, 61 inquiries regarding the coordination of 2 190 stations of fixed service were received from the neighbouring countries. All of them were coordinated.

SATELLITE SERVICE

In 2020, RRT further cooperated with the Lithuanian satellite communications operators UAB Nanoavionika and AB Space Union regarding the coordination of satellite systems.

In 2020, RRT examined 20 international frequency circulars of spaces services and submitted its comments regarding newly coordinated satellite networks to the communications administrations of other countries in order to protect Lithuanian planned frequency allocations, terrestrial radio systems and orbital resources allocated to satellite systems of Lithuanian operators.

RRT, when coordinating satellite systems of Lithuanian operators, cooperates with 45 countries (Fig. 4). Consultations to OneWeb, Inmarsat, SES, Echostar, Eutelsat, Viasat, Astrocast, SWARM, HIBER and other satellite operators were provided with regard to the opportunity to provide satellite communications services in Lithuania.

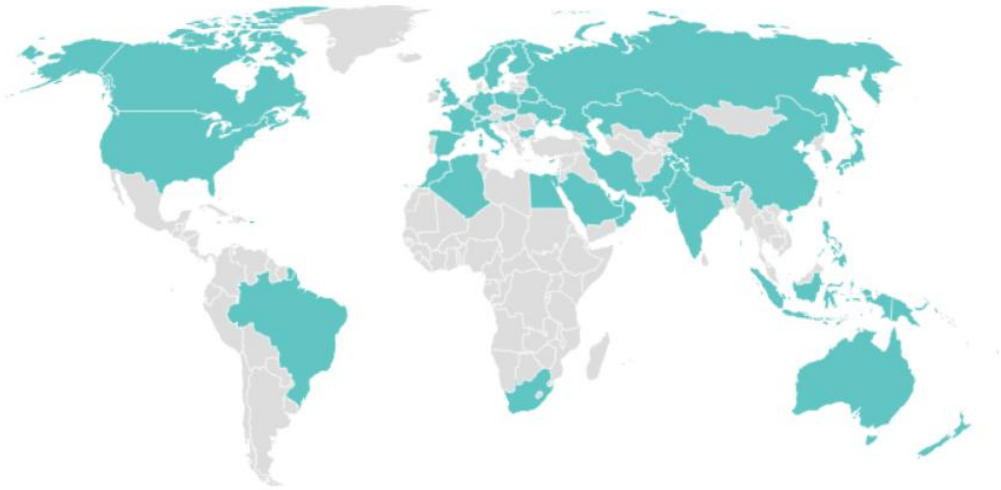


Fig. 4 **RRT satellite system international coordination activities in 2020**

In 2020, RRT further cooperated with the Lithuanian satellite communications operators UAB Nanoavionika and AB Space Union by carrying out the international satellite system coordination and allocating orbital resources. Company Nanoavionika was allocated unplanned orbital resources for satellite systems LTU–DLX1, LTU–UHF1 and M6P. Orbital resources were allocated to AB Space Union to use the 2 GHz, 8 GHz, 26 GHz and 32 GHz band frequencies for connection between satellites and between satellites and Earth stations. Applications for notification of satellite systems M6P and LTU–UHF1 as well as Earth station NALT-01/ M6P were provided to ITU. The application of prior information of the satellite system Space Union was submitted to ITU and published in the International Frequency Circular which indicates that the comments were submitted by 36 countries and international organisations.

RADIO AMATEURS. USERS OF SHIPS AND AIRCRAFT STATIONS

Since 2020, all licences have been issued being signed electronically.

135 – number of licences to engage in radio amateur activities

177 – number of licences to use aircraft stations.

187 – number of licences to use ship stations.

In 2020, 674 radio amateurs with valid licences of classes 475 A and 208 B (beginners) were engaged in **radio amateur activities** in Lithuania, and there were 13 radio amateur clubs. Radio amateurs used 768 radio call signs assigned to them. In 2020, RRT issued 135 licences for engagement in radio amateur activities, 47 licences for the use of radio call signs, 16 harmonised certificates of radio amateur examinations. The qualification exams were passed and licenses received by 22 new radio amateurs.

In 2020, Lithuanian users had 509 valid licences for the use of **aircraft stations** and 962 licences for the use of **ship stations**. In 2020, RRT issued 177 licences for the use of aircraft stations and 187 licences for the use of ship stations. The users of 107 ship stations used the simplified procedure to acquire the right to use a ship station – by registering the station with RRT by electronic means. 10 licences for the use of radio frequencies for

aeronautics mobile service terrestrial services were issued, conditions for the use of 6 frequencies were amended. 4 licences for the use of radio frequencies for maritime mobile service shore stations were issued.

In 2020, paper licences were given up and only electronically signed licences were issued. Radio amateurs are able to verify the licence data in the database managed by RRT. The automated system for informing ship and aircraft station users via email started operating – it warns the users of the upcoming expiry of the licence.

RADIO SPECTRUM MONITORING

Unmanned aircraft near Giruliai Tower. Antenna radiation pattern is measured.

For the first time, unmanned aircrafts were used to for measurements – the radiation pattern of antenna of digital television transmitter was determined.

Use of unmanned aircraft – new opportunities to determine antenna radiation parameters for stationary transmitters, where measurements can be performed in hard-to-access locations.

Stationary and mobile monitoring was carried out in the whole of the territory of the Republic of Lithuania to control and analyse the volume of radio frequency spectrum covered by various radiation of radio equipment, whether radiation spectra and radio interference levels comply with the requirements of legal acts, and whether radio frequencies have been used lawfully according to the conditions for the use of radio frequencies. Having detected unlawfully used radio frequencies, the search for users was conducted and termination of unlawful activities was initiated.

To ensure that the user is reached by high-quality radio and television programmes, the operation control of broadcasting stations was constantly performed. The main measurements are presented in Table 12:

12. Table. **Measurements of broadcasting station radiation parameters and strengths of electromagnetic fields (hereinafter – EMF) generated by those stations**

Measured	Number of measurements
Deviation of radio frequency	1397
Radio frequency modulation power	1394
Terrestrial television station signal parameters	79
Lithuanian radio broadcasting station EMF	481
Lithuanian television broadcasting station EMF	181
Foreign radio broadcasting station EMF	572
Foreign television broadcasting station EMF	56
Total:	4160

To ensure the performance of the conditions for the use of radio frequencies provided for in Lithuanian legislation and cross-border obligations stipulated in the international agreements, the strength of electromagnetic fields created by base mobile communications stations owned by Lithuanian and foreign (the Russian Federation and Republic of Belarus) operators was regularly measured in the border zones. The Lithuanian operators or

responsible foreign institutions were contacted with regard to elimination of recorded breaches. The results are presented in Table 13.

13. Table. **Results of measurements of coverage of national territory by station signals**

Parameter	Measurements of the coverage of Lithuanian terrestrial television networks and stations	Measurements of the strength of EMF created by public mobile communications network base stations of Lithuania and neighbouring countries in border zones
Number of check points where Lithuanian station measurements were performed	22	25
Number of check points where foreign station measurements were performed	–	95
Number of settlements	17	–
Number of violations detected in Lithuanian networks	0	196
Number of violations detected in foreign networks	–	866

When carrying out monitoring in 2020, 2165 violations were detected, of which 1062 were caused by Lithuanian and foreign public mobile communications network operators, and 1103 – by Lithuanian ICT service providers. The conditions for the use of radio frequencies were not met by equipment situated in the national and foreign territories.

RRT, having established the breaches, immediately took action to terminate said breaches as soon as possible.

As part of the public mobile communications network control, 194 base station relays used by Lithuanian operators but not registered were identified and 46 radio relay stations as well as 18 repeaters. The spectrum monitoring focuses on the establishment of the cases of unlawful use of radio frequencies by identifying their users and initiating the termination of those activities. In total, 30 cases were established, of which in 5 users of communication means were not identified as the use of frequencies was interrupted. In other cases, radio stations (6), property protection equipment (14), programme broadcasting stations (1) were unlawfully used and users of other communications equipment (4) were identified.

RRT and administrations of other countries participate in the international short wave (4-30 MHz) monitoring project. Automated spectrum occupancy is regularly monitored. The results of the spectrum occupancy monitoring are provided to the European Conference of Postal and Telecommunications Administrations (CEPT) working group FM22 ‘Monitoring and Performance’. The monitoring results are used for more effective distribution of short-wave radio frequencies and global use.

Experiments launched in 2019 are continued by applying unmanned aircrafts for the measurements of parameters of antenna patterns and hard-to-reach radio signal sources. The first practical results were received in 2020: a drone was used to determine the radiation pattern of antenna of digital television transmitter in Giruliai. Having completed the experimental part and validated the use of such methods and technologies, it is expected that in the near future new possibilities to determine parameters of stationary transmitter antenna radiation will be opened, which, in turn, will ensure better electromagnetic compatibility and control of compliance with the conditions for the use of radio frequencies.

To uptake the technologies, the tests were performed through measuring parameters of experimental 5G station radiation.

INSPECTION OF RADIOCOMMUNICATION NETWORKS AND STATIONS

In 2020, the total of 23 internal radiocommunication network inspections and 30 radio and television programme broadcasting station inspections were carried out. 2 new internal radiocommunication and 5 new radio broadcasting stations were inspected. 5 cases of non-compliance with the project conditions or violations of the conditions for the use of radio frequencies (channels) were identified. The violations detected included an antenna installed without a licence or installed inadequately, radio frequencies were unlawfully used and not all radio network stations were registered. All said non-compliances and violations were eliminated. More importance was placed on remote measurements of signal parameters – 60 of them were performed.

Part of scheduled inspections were cancelled due to the COVID-19 pandemic to avoid direct contacts between the inspectors and radio frequency users.

ELIMINATION OF RADIO INTERFERENCE

In 2020, RRT received 290 requests to eliminate radio interference from natural and legal entities. Investigations were conducted based on 285 requests.

Public mobile communications for base stations and terminal equipment	29 %
Radio programme reception	3,8 %
Short-range radio equipment	13,1%
Radio stations	7,2 %
Earth and satellite navigation and location systems, radars	2,8 %
TV programme reception	42,8 %
Other facilities	1,4 %

Fig. 1 **Results of investigations under received requests to eliminate the radio interference for television (DVB-T)**

Most requests (see Fig. 1) were received with regard to faulty television programme reception (124). The second reason for requests concerns radio interference in the public mobile communications networks (84). It must be noted that this number, compared to 2019, grew almost twice (from 46 to 84) – this could be affected by the COVID-19 pandemic, i.e. higher use of communications resources. Other requests were received with regard to radio interference for short range radiocommunication equipment (38), radio stations (21), terrestrial radio programme reception (11), earth and satellite navigation and location systems or radars (8) and other objects (4). The following sources of radio interference were identified: public mobile communications network repeaters (23 cases), base stations and terminal equipment of those networks (12 cases), short range radiocommunication equipment (17 cases), radio stations (5 cases), unlawfully used radio equipment (3 cases), other radio or non-radio equipment (10 cases).

The requests to eliminate digital terrestrial television reception interference comprised the majority but, having carried out the investigations, it was established that actual radio interference accounted for only 6.5% of all cases (see Fig. 2). In all other cases it was established that television programme reception disruptions were caused by faulty or incorrectly used TV signal reception equipment (45.5%), malfunctioning of programme broadcasting (14.6%), short-term faults (29.3%), also by the insufficient electromagnetic field strength at the signal reception location (3.3%), and in a number of cases the reason was not detected or it disappeared (29.3%).

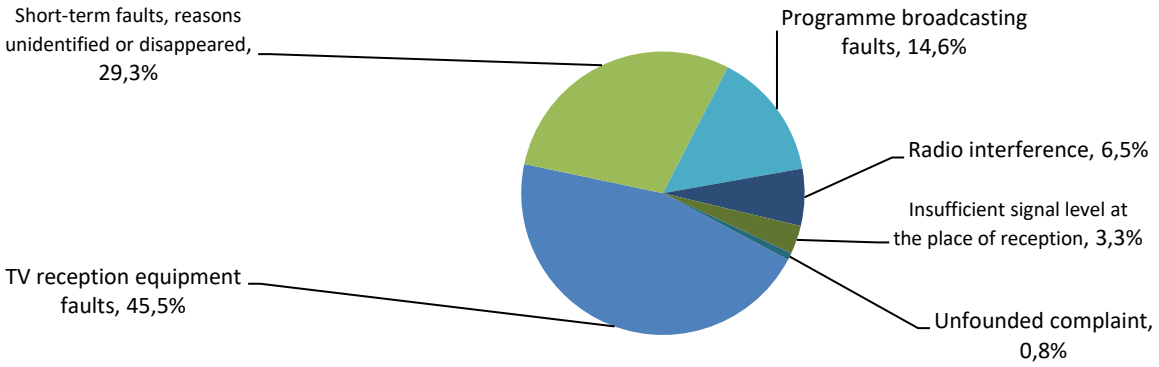


Fig. 2 **Reasons for DVB-T reception faults**

MANAGEMENT OF OTHER RESOURCES

Management of Telephone Numbers

In 2020, RRT continued supervising the National Numbering Plan and assigning telephone numbers (see Table 14).

Table 14. **The summary of the telephone numbers issued and revoked in 2020**

Designation of numbers	Numbers assigned	Right revoked (numbers refused)	Total number of numbers assigned
Short numbers 10XX	1	0	20
Short numbers 18XX	19	3	89
Short numbers 19XXX	6	3	51
Short numbers 116 XXX	0	0	3
Numbers of public fixed telecommunication services	20 124	104 300	961 502
Numbers of public mobile telecommunication services	164 037	21 967	8107262
Service numbers 7XX XXXXX, 8XXXXXXX and 9XXXXXXX	231	46 601	167 194

Internet Addresses

RRT is empowered to grant authorisations for 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 2020, RRT issued 44 authorisations (see Fig. 15) granting individuals the right to use the name of Lithuania in the second level domain name before the top-level domain '.lt'. In 2019, 23 authorisations were issued. The higher number of authorisations granted shows that the individuals focused on domains including the name of Lithuania in 2020.

In 2020, RRT withdrew 32 authorisations granting applicants the right to use the name of Lithuania in the second level domain name before the top-level domain '.lt' – this number is similar to that in 2019 (33).

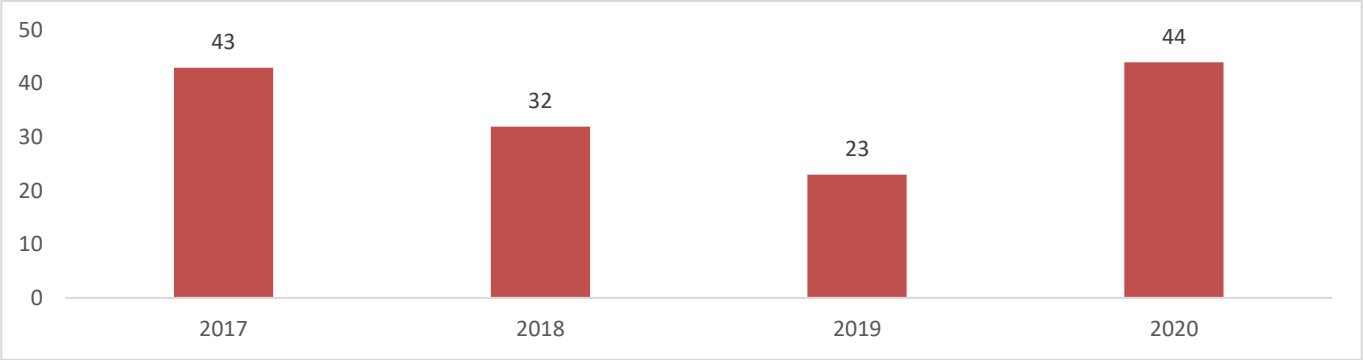


Fig. 15 **Statistics of the permissions to use the top-level domain '.lt'**

INTEGRATION INTO THE EU AND INTERNATIONAL REGULATORY SPACE AND EFFICIENT ACTIVITIES OF RRT

On 22 October 2020, Deputy Director Lina Rainienė took part in the remote international conference ITU Virtual Digital World 2020. At the ministerial round table discussion 'The role of digital technologies during and after the COVID-19 pandemic', L. Rainienė presented the experience of the Lithuanian regulator in tackling the challenges caused by the COVID-19 outbreak.

343 – number of attended international events on electronic communications, postal and railway regulation

33 physical meetings

310 remote events

49	23	60	4
Working groups of international organisations (GD)	Chairs of GD, project promoters	Positions drafted	

In 2020, RRT representatives participated in the activities of 49 working groups of international organisations, chaired 23 working groups or worked there as draft document promoters, drafted 60 positions, took part in the implementation of 4 international projects.

International organizations represented by RRT		
ITU	UPU	OECD
EC Committees and Working Groups	EU Council Working Groups	CEPT
BEREC	ERGP	IRG-Rail
EaPeReg	ICANN	INHOPE
Nordic-Baltic Group of Regulatory Bodies	EUROCONTROL	ICAO
FESA	ECO	

ITU – International Telecommunication Union
UPU – Universal Postal Union
OECD – Organisation for Economic Co-operation and Development
BEREC – Body of European Regulators for Electronic Communications
CEPT – European Conference of Postal and Telecommunications Administrations
ERGP – European Regulators Group for Postal Services
EaPeReg – Eastern Partnership Network
ICANN – Internet Corporation for Assigned Names and Numbers
IRG–Rail – Group of Independent Rail Regulatory Bodies
INHOPE – International Association of Internet Hotlines
FESA – Forum of European Supervisory Authorities for trust service providers
EUROCONTROL – European Organisation for the Safety of Air Navigation
ICAO – International Civil Aviation Organization
ECO – Electronic Communications Office

INTERNATIONAL COOPERATION

International Telecommunication Union (ITU)

In 2020, the preparation for the most important events of the ITU-R and ITU-D sectors – World Radiocommunications Conference and World telecommunication Development Conference – took place.

The RRT representative further chaired the ITU European Competence Centre Supervision Committee.

In 2020, the preparation for the most significant ITU Radio Sector international event to be held in 2023 – World Radiocommunications Conference (hereinafter – WRC-23) took place. The decisions adopted during WRC-23 will affect the trends of the further development of terrestrial and satellite radiocommunication systems. One of the main issues on WRC-23 agenda is radio frequency allocation to further development of IMT systems (International Mobile Telecommunications), including possible additional allocations of radio frequencies to the mobile service on a primary basis.

RRT representatives participated in the activities of ITU-R working groups WP5D and TG 6/1. WP5D is responsible for development aspects of all IMT radiocommunication system variations (IMT-2000, IMT-Advanced, IMT-2020, IMT-2030), whereas TG 6/1 reviews the use of the 470-960 MHz radio frequency band in the first region. The IMT radiocommunications system serves as a basis for a global platform for next generations of mobile communications and future services, therefore WP5D group deals with the technical, operational and radio range management issues of terrestrial IMT system to satisfy the future needs of the IMT systems, and TG 6/1 is responsible for drafting the compatibility and common use studies for IMT and digital terrestrial broadcasting systems in the 470-960 MHz radio frequency band. The documents will be delivered during WRC-23, and the decisions adopted during the conference will have an effect on the global IMT development trends, including Lithuania.

2020 was the year of active participation in the activities of ITU Telecommunication Development Sector (hereinafter – ITU-D). The RRT representative further chaired the ITU European Competence Centre [48] (CoE) Supervision Committee. Two remote committee meetings were held in 2020, the official hosting organisation of one of them was RRT. At the meetings, the activities of the competence centres during the pandemic were reviewed, emerging problems and potential solutions were discussed. To promote the CoE programme and achieve higher

[48] The purpose of the ITU CoE programme is to support the capability development in the field of information and communications technology (ICT) by providing regular training to ICT specialists. Lithuanian company NRD Cybersecurity has become one of the European competence centres for the first time.

involvement of European countries, the activities of the centres were presented to the Lithuanian and European[49] administrations.

On 9-18 November 2021, the most significant international event of the ITU-D – World Telecommunication Development Conference (hereinafter – WTDC-21) – will take place in Ethiopia. Its aim is to set out the strategies and goals of telecommunications and ICT development by defining future operational guidelines of the ITU telecommunication development sector for following several years. The process of European preparation for WTDC-21 and coordination of the development of proposals was delegated to the RRT representative once again by the European Conference of Postal and Telecommunications Administrations (CEPT)[50]. In 2020, RRT took part in the meetings of the Telecommunication Development Advisory Group (hereinafter – TDAG), drafted the joint Inter-American Telecommunication Commission (CITEL) and CEPT regional proposal regarding the improvement of the preparation for the world conference and presented it at the TDAG meeting on 23 November 2020. It participated in the meetings of TDAG working groups WG-SOP (strategic plan), WG-Prep (preparation process) and WG-RDTP (resolutions and other documents), coordinated European position, drafted and presented multilateral proposals, informed on the progress of CEPT preparation for WTDC-21.

RRT officials were actively participating in ITU events, they presented the reports on the experience of Lithuanian experts in the fields of radiocommunication, fights against COVID-19, child protection on the internet, etc.

Universal Postal Union (UPU)

The UPU Congress has been postponed to 2021.

In 2020, the extraordinary session of the UPU Council of Administration was dealing with the issue regarding the postponement of the UPU Congress planned for 2020, which was to be held in Abidjan, due to COVID-19. It was decided to move the Congress to 2021.

During the regular session of the UPU Council of Administration held on 3-4 December 2020, the UPU budget for 2021 was approved, opening of UPU to a wider circle of participants, Member State contribution framework reform and other issues were discussed. At the meeting, the results of the working group on UPU opening were discussed: to change the organisational structure and composition of the membership, certain provisions of UPU acts need to be changed. This must be done at the Congress; also, the Congress needs to decide on services and products to be opened and on the schedule of opening. So far, the agreements regarding certain aspects of the membership, including financial ones, have not been reached within the working group. It was decided to extend the mandate of the working group, it will continue its activities until the session of the UPU Council of Administration in 2021.

[49] During the European regional events of CEPT and ITU.

[50] During the ITU Telecommunication Development Conference (WTDC-17) held on 9-20 October 2017, the Lithuanian representative from RRT was the vice-chair of the conference and coordinator of the proposals of the European Conference of Postal and Telecommunications Administrations (CEPT).

Organisation for Economic Co-operation and Development (OECD)

RRT representatives take part in the OECD Network of Economic Regulators.

RRT representatives take part in the OECD Network of Economic Regulators (hereinafter – NER) which deals with the issues of governance, autonomy, efficiency and accountability relevant to the regulatory bodies. In 2020, NER meetings were attended to focus on the governance of economic regulatory bodies, activities carried out by means of new technologies, effect of regulatory bodies in strengthening the resilience of regulated sectors against the COVID-19 crisis, and the cases of specific countries.

Also, RRT analysed and provided comments on the draft amendment to the Council recommendation on broadband development of 2004 issued by the OECD Working Party on Communication Infrastructures and Services Policy (WPCISP).

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

The RRT representative chairs ICANN GAC Working Group on Human Rights.

The Internet Corporation for Assigned Names and Numbers (hereinafter – ICANN) is responsible for the coordination of the management of technical elements of domain names. ICANN operates on the basis of the cooperation between the public and private sectors. Together with the public sector, the Governmental Advisory Committee (hereinafter – GAC) was established whose purpose is to advise public policy and individual governments on relevant issues related to management of domains or assignment of new domains, note cultural differences, protection of copyright and customer interests. Lithuania is represented by the RRT at GAC who has been elected as the chair of GAC Working Group on Human Rights. In 2020, 3 remote ICANN GAC meetings were attended to discuss the procedures and registration of new general top-level domain names (gTLD), cases of abuse, especially in the context of COVID-19, and methods of fight against them, market innovations which may affect the future activities of ICANN, issues of data and privacy protection.

The International Association of Internet Hotlines (INHOPE)

RRT internet hotline www.svarusinternetas.lt has been a member of INHOPE since 2008.

In 2020, RRT internet hotline representatives remotely participated in the Annual General Assembly of INHOPE, General Assembly of INHOPE, Safer Internet forum session organised by the EC and INHOPE, as well as in internet hotline training sessions.

INHOPE General Assembly considered the issues of admission of new members to the association or extension of temporary membership, INHOPE budget for 2021 was approved, information of the progress of the projects LOT1 and LOT2 funded by the EC was provided including information on further development of the report management system ICCAM, the updated website of INHOPE was presented and other issues were discussed.

In 2020, the Safer Internet forum session was remotely attended – it focused on the EU strategy on more effective fight against child sexual abuse. The implementation of eight main goals in the next five years was presented; the discussion participants shared their insights and experiences as to how to fight higher flows of prohibited content, especially child sexual abuse material (hereinafter – CSAM) online. It highlighted the need to improve preventive and protective measures so that children, parents and teachers become more resilient psychologically and become smarter and safer by engaging new technologies which would help fight CSAM.

During the INHOPE internet hotline training held in May, the RRT representative gave a presentation on the activities of RRT internet hotline 'Clean Internet'.

EU COOPERATION

Communications Committee (CoCom)

In 2020, the Communications Committee mainly focused on the European Electronic Communications Code and safe development of 5G networks.

The RRT representative participated in the activities of the EC Communications Committee. This Committee discusses the issues related to electronic communications regulation relevant to the EU, drafts and/or coordinates draft legal acts and other documents, collects respective information on relevant issues in relation to electronic communications regulation from the Member States.

In 2020, the Communications Committee focused on the transposition and implementation of the European Electronic Communications Code, 5G network cybersecurity and 5G network development, also the deployment of the number 112 in the EU Member States and other related questions were discussed.

The Communications Committee discussed and approved the following draft legal acts drawn up by the EC:

- Commission Implementing Regulation laying down the principles to be included in the contract between the European Commission and the .eu top-level domain Registry in accordance with Regulation (EU) 2019/517 of the European Parliament and of the Council;
- Commission Implementing Regulation on specifying the characteristics of small-area wireless access points pursuant to Article 57 paragraph 2 of Directive (EU) 2018/1972 of the European Parliament and the Council establishing the European Electronic Communications Code;
- Commission Implementing Regulation on setting the weighted average of maximum mobile termination rates across the Union and repealing Implementing Regulation (EU) 2019/2116.

Radio Spectrum Committee (RSCOM) and Radio Spectrum Policy Group (RSPG)

The RRT representative continued to co-chair the sub-group of the Radio Spectrum Policy Group dealing with harmful interference and international coordination.

RRT representatives participate in the activities of the Radio Spectrum Committee (hereinafter – RSCOM) and Radio Spectrum Policy Group (hereinafter – RSPG). Issues relating to harmonisation of radio communications in the EU Member States are discussed in this Committee and in the Group, and draft documents and conclusions on relevant issues related to radio frequency management and use thereof are drawn.

RSCOM drafted:

- Commission Implementing Decision (EU) 2020/590 of 24 April 2020 amending Decision (EU) 2019/784 as regards an update of relevant technical conditions applicable to the 24,25-27,5 GHz frequency band;
- Commission Implementing Decision (EU) 2020/667 of 6 May 2020 amending Decision 2012/688/EU as regards an update of relevant technical conditions applicable to the frequency bands 1 920-1 980 MHz and 2 110-2 170 MHz;
- Commission Implementing Decision (EU) 2020/636 of 8 May 2020 amending Decision 2008/477/EC as regards an update of relevant technical conditions applicable to the 2 500–2 690 MHz frequency band;
- Commission Implementing Decision (EU) 2020/1426 of 7 October 2020 on the harmonised use of radio spectrum in the 5 875-5 935 MHz frequency band for safety-related applications of intelligent transport systems (ITS) and repealing Decision 2008/671/EC.

The first three said decisions are directly related to the deployment of the fifth-generation mobile radiocommunication 5G technologies in the EU Member States.

The RRT representative is the co-chair of the RSPG Sub Group which is a mediator of the EU countries when handling the issues of harmful interference or disagreements on international coordination between the countries or with the third countries. In 2020, three meetings of the sub-group focused on interference from Italia affecting television of the neighbouring countries – some cases were resolved, some will be further discussed; also it was concentrated on FM radio and digital radio interference – a proper method was proposed and the proposal was adopted, and the international coordination of the 700 MHz frequency band including other issues.

Documents Discussed at the EU Council Working Parties

In 2020, RRT coordinated 24 positions on the issues discussed at the EU level.

In 2020, the Working Party on Telecommunications and Information Society and Post of the EU Council further discussed the proposal of the European Commission with regard to 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 – the ePrivacy Regulation). The common approach of the Council regarding the ePrivacy Regulation was achieved in 2021.

In 2020, RRT coordinated 24 positions drawn up by the authorities of the Republic of Lithuania on the issues discussed at the EU level, including the issues related to the right to privacy and personal data protection in the electronic communications sector, cybersecurity of interoperable devices, development of the European digital future, space for sustainable Europe, development of the Digital Europe Programme for 2021-2027, Data Management Act, European Commission standardization requests to the European standardization organisations.

Other relevant documents discussed at the Working Party on Telecommunications and Information Society of the Council concerned: the proposal on the temporary derogation from certain provisions of the Regulation of the European Parliament and of the Council provided for in Directive 2002/58/EC with respect to independent personal service providers who do not hold the interface number concerning the use of technologies to fight against child sexual abuse in cyberspace; the conclusions of the Council regarding the development of Digital Europe focusing on digitalisation, green deal, 5G development, etc.

Body of European Regulators for Electronic Communications (BEREC)

RRT and Lithuanian operators provided data as an input for the reports of the EU countries drafted by BEREC on electronic communications network loads due to COVID-19.

New rules for the regulation of digital platforms and services were intensely discussed.

The RRT management took part in 5 plenary meetings, RRT representatives worked in 10 working groups and participated in 8 contact network meetings.

One of the most important institutions uniting electronic communications regulators, including RRT, at the EU level is the Body of the European Regulators in Electronic Communications (hereinafter – BEREC). Its purpose is to ensure the independent and consistent application of the European electronic communications regulatory framework, legal acts and regulatory practices in the whole of the EU.

In 2020, RRT experts participated in the activities of ten working groups of BEREC which were carried out remotely due to the COVID-19 crisis. The RRT management took part in 4 regular and 1 extraordinary plenary meetings, RRT representatives participated in 4 regular and 4 extraordinary BEREC contact network meetings. This intensity was caused by the significance of the issues discussed by BEREC.

BEREC was carrying out its activities through the implementation of BEREC strategic working plan 2020 and European Electronic Communications Code. The documents provided for in the plan were drafted and approved (guidelines, opinions, reports, etc.) in relation to access to high capacity networks, 5G network development and cybersecurity, provision of digital services, network neutrality, customer protection, i.e. five priority fields of BEREC of the previous year.

One of the issues which raised most discussions was the new rules for regulation of digital platforms and services in relation to which BEREC pro-actively provided comments and proposals. These rules will be determined by the Digital Services Act proposed by the European Commission and Digital Markets Act. In 2021, these documents will be further discussed and coordinated with the authorities concerned and market participants.

Another important field which drew the unintended attention was the monitoring of the EU electronic communications network capacity. Load of online networks increased due to the COVID-19 crisis when the EU residents started remotely working, learning, entertaining and engaging in commercial activities. To promptly respond to potential faults of electronic communications network capacity, BEREC was monitoring the state of internet traffic of the EU countries and regularly collected information from the EU Member States since the beginning of the pandemic. BEREC developed and published 23 reports on that basis.

RRT and Lithuanian operators were also actively providing data necessary for the reports which showed that, during the pandemic, the electronic communications network withstood the population's increased need for the internet use and data transmission flows did not exceed capacity thresholds.

European Regulators Group for Postal Services (ERGP)

The RRT representative chaired the ERGP Access Work Group.

In 2020, the ERGP working programme focused on issues mostly related to the market development, new business models, international networks, changes in customer needs and their effects on the regulatory framework.

The working programme was based on three strategic pillars according to the ERGP medium-term strategy for 2020-2022:

- review of the postal sector regulation,
- promotion of the competitive single EU postal market,
- empowering end users and assurance of the user-oriented universal service.

During the remote Plenary ERPG meeting which was held on 27 November 2020 and attended by RRT representatives, the ERPG reports on COVID-19 effects on the postal sector, reports on the quality of postal services, customer protection, network connectivity models and access to international postal networks, main indicators of the European postal market were approved, as well as other documents related to the regulatory and market developments in the postal sector. In 2021, the provision of a more comprehensive report on statistical data of the effect of the pandemic on postal services from the economic and business perspectives is planned.

In 2020, the RRT representative, together with the representative of the national regulatory authority of Belgium (BIPT), chaired the ERGP Access Working Group. This working group developed the report on interconnection models and access to international postal networks based on the approved ERGP working programme for 2020. RRT was also active in other ERGP working groups. The RRT representative drafted two chapters of the ERGP report on the most important postal service market indicator in the Working Group for Customers and Market Indicators – 'Places of supply of postal service' and 'Employment'; it also participated when developing the chapter on the challenges faced by the market and customers of the ERGP report on the main problems of the customers.

The reports on postal definitions and main customer-related issues provide a valuable input for the review of the postal regulatory framework. The reports on market developments, service quality, COVID-19 outcomes, regulatory measures and network connection models provided more information on the postal market in the growing environment of e-commerce, and the report on the implementation of Regulation (EU) 2018/644 will be a significant contribution to the report on the application of the Regulation drafted by the European Commission.

Eastern Partnership Electronic Communications Regulators Network (EaPeReg)

Two significant documents were drafted: Regional Spectrum Agreement and Regional International Roaming Agreement. The signing is planned in 2021.

In 2020, RRT continued its active participation in the activities of the Eastern Partnership Electronic Communications Regulators Network (hereinafter – EaPeReg network)[51]. Although the planned physical meetings were cancelled due to COVID-19, heads and experts of RRT remotely participated in the activities of the EaPeReg network: in plenary meetings which took place twice a year, activities and meetings of three working groups (roaming, spectrum and broadband).

In 2020, the texts of the documents for two priority initiatives of the EaPeReg network were drafted: Regional Spectrum Agreement and Regional International Roaming Agreement. Currently, their provisions are being coordinated. The signing of those documents is expected in 2021.

The **regional spectrum agreement** between six countries of the Eastern Partnership with regard to mobile communications networks in the 694-790 MHz (700 MHz) and 3400-3800 MHz (3.5 GHz) radio frequency bands is important both to Lithuania and other EU Member States. The agreement aims at ensuring harmonised and more effective freeing up of those two frequency bands as well as their use among six Eastern Partnership countries and with the EU (especially with the EU Member States neighbouring the Eastern Partnership countries), and at coordinating the deployment of advanced technologies of the Eastern Partnership countries with the standards and solutions used by the European organisations and institutions. This initiative is coordinated by the Spectrum Expert Working Group of the EaPeReg network which is chaired by the representatives of Sakartvelo National Communications Commissions and Lithuanian () representatives from RRT.

The regional roaming agreement aims at the reduction of roaming tariffs among six Eastern Partnership countries. This process would be carried out gradually: The Eastern Partnership countries would start reducing prices as of 1 January 2022, and would start applying the roaming prices valid in the EU with certain additionally applied local fees as of 1 January 2026. Signing of the regional international roaming agreement is a prerequisite for the implementation of yet one more important goal – to create a single roaming area between the Eastern Partnership countries and EU Member States. In 2019, at the third meeting of the digital economy ministers of the Eastern Partnership countries held in Bucharest (Romania) the political approval was gained for considering the prospects of the implementation of this initiative, therefore the feasibility study was commenced in the autumn of 2020. It will analyse the legal possibilities for reducing roaming prices, effect on economy and other significant aspects. The presentation of study results is planned at the end of the summer of 2021. In the autumn of 2021, it is planned to organise the traditional meeting of the stakeholders (regulatory bodies and responsible ministries of the Eastern Partnership countries) and a dedicated session for the ambassadors of the Eastern Partnership and EU countries. The roaming price reduction initiative is coordinated by the EaPeReg network Roaming Working Group chaired by the experts from Ukraine (National Commission for State Regulation of Communications and Informatization of Ukraine) and RRT.

Forum of European Supervisory Authorities for trust service providers (FESA) and Expert Group of Article 19 of the eIDAS Regulation

The RRT representative carries out the functions of a member (secretary) of the Board of FESA.

[51] In 2020, the EaPeReg network was chaired by Poland (Office of Electronic Communications of Poland), vicechair – Azerbaijan (Ministry of Transport, Communications and High Technologies of Azerbaijan).

RRT is active in the activities of the international organisations – Forum of European Supervisory Authorities for trust service providers[52] (hereinafter – FESA), European Network and Information Security Agency (hereinafter – ENISA), cooperates with supervisory authorities for trust services of other countries and European Commission. RRT developed the proposals regarding the potential improvements of the eIDAS Regulation which were submitted to FESA and ENISA Article 19 Expert Group with regard to the potential improvements of the eIDAS Regulation in relation to the security requirements for trust service providers.

In 2020, RRT took part in the remote meetings of the Article 19 Expert Group: at the regular meetings, security incidents which occurred in the Lithuanian trust service market were presented and at the meeting for Shadow attacks in relation to electronic signatures in PDF documents, the primary communication plan was discussed with qualified and non-qualified services providers for validation of electronic signature. Also, this working group was provided with technical information related to such aspects as the use of SHA-1 algorithm in formation of a qualified electronic signature and identification methods applied to a qualified trust service provider when issuing a qualified certificate.

REGIONAL COOPERATION

European Conference of Postal and Telecommunications Administrations (CEPT)

The RRT representative continued to chair two main CEPT and ITU-R working groups analysing the technical aspects of IMT mobile radiocommunication systems.

The RRT representative was elected as the chair of the CEPT project team PT WTDC-21 and coordinator of the European preparation for the World Telecommunication Development Conference.

In 2020, RRT representatives took part in the activities of the Conference Preparatory Group (CPG) for the preparation of the European Conference of Postal and Telecommunications (hereinafter – CEPT) Electronic Communications Committee (hereinafter – ECC) for World Radiocommunication Conference 2023. This working group will be drafting the proposals of the European countries on all issues of WRC-23 agenda: conditions of deployment of next-generation radiocommunication systems, additional radio frequency identification, regulatory conditions for satellite radiocommunication networks, application of new technologies to ensure maritime and aviation safety, etc. All these issues are urgent for Lithuania in order to promote the development of mobile broadband communications, whilst ensuring that new radio frequency bands provided for radiocommunication systems cause no limitations for radio communication 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.

The following issues related to the management of radio frequencies were discussed in the ECC Frequency Management Working Group (WGFM): trends of development of broadband mobile radiocommunication and other systems, needs of broadband public protection and disaster relief (BB-PPDR) services, possibilities for the use of short-range radiocommunication equipment. ECC recommendation 15(01) on international coordination of mobile

[52] 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, 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 (the 'eIDAS Regulation').

and fixed communications networks operating in the 694-790 MHz, 1427-1518 MHz and 3400-3800 MHz frequency bands was approved as well as CEPT report No 73 on technical conditions for wireless systems (including RLAN) in the 5925-6425 MHz frequency band.

RRT took part in the meetings of CEPT/ECC WG SE40 and SE19 groups which assessed the effect of non-coordinated Earth stations on RRL stations in the 28 GHz radio frequency band. At the meetings, the distribution of RRL stations operating in Lithuania was presented with a view to radiated power and length of the line. The document developed by RRT (FS power and length distribution in 28 GHz band) was presented in the SE40 Group in April, and in SE19 Group in April and May. This document was drafted to contribute to the studies conducted in CEPT/ECC groups which assess the level of sensitivity of non-coordinated earth stations receiver in relation to RRL lines.

In 2020, the RRT representative further chaired the sub-group of CEPT ECC PT1 which deals with various technical issues of compatibility of mobile radiocommunication and other systems in the CEPT countries, and ITU-R WP5D working group of global compatibility between the mobile radiocommunication and satellite mobile communications systems at the 1518 MHz frequency range (according to Resolution 223 (rev. WRC-19)). ECC PT1 and ITU-R WP5D groups are the main working groups of CEPT and ITU Radiocommunication Sector (ITU-R) analysing the technical aspects of IMT mobile radiocommunication systems, drafting compatibility reports on radiocommunication systems and recommendations, and developing radio frequency plans. ECC PT1 also drafts the respective responses to the instructions of the European Commission.

The primary positions of CEPT (CPG23 working group) on the use of mobile Earth stations in geostationary and non-geostationary satellite systems in the Ku and Ka bands were drafted as well as the positions on the issues related to the principles of the use of inter-satellite links, allocation of additional resources to the satellite IoT collection systems, and coordination and notification of space systems.

RRT representatives also participated in the activities of the CEPT ITU Policy Committee (hereinafter – Com-ITU) and its project teams. In 2020, Lithuania joined almost 20 European common or multilateral proposals for the ITU World Telecommunication Standardization Assembly or working and study groups of the ITU Standardization Sector (hereinafter – ITU-T). Highly significant issues which were discussed concerned the use of face recognition for tracking and so-called New IP Proposal which was tabled by the representatives of China to the ITU-T sector. The RRT representative coordinated the joining of Lithuania to the European multilateral positions objecting to those initiatives; the sequency of questions was followed in the formats of ITU-T, CEPT and EU; information was provided to the Lithuanian authorities concerned.

On 29 May 2020, at the Com-ITU meeting the RRT representative was elected as the chair of the CEPT project group PT WTDC-21. In 2020, three PT WTDC-21 meetings were chaired, the Milestone Plan was drafted, the first common European proposal WTDC-21 regarding the vision of ITU Telecommunication Development Sector (hereinafter – ITU-D) was developed, coordinators of theme-specific issues were assigned, European position planning document was drafted as well as other documents of the meetings. RRT focused on the preparation for the ITU European regional meeting (Regional Preparatory Meeting (RPM-EUR)) which was held in January 2021 – the first meeting of the regional ones. CEPT was represented in the meetings of all ITU regions (except for CIS) for preparation for WTDC-21, presentations were given on the progress of the European preparation, priorities and achieved results.

Nordic-Baltic Electronic Communications Regulators Network

In 2020, the third annual meeting of the Nordic-Baltic managers of regulatory bodies took place.

The RRT representative chairs the Statistics Working Group.

RRT participates in the activities of the network of electronic communications regulatory bodies (hereinafter – NB network) of Northern Europe and Baltic countries (Denmark, Estonia, Iceland, Lithuania, Latvia, Norway, Finland and Sweden) which was officially established in 2018. Three NB network working groups which unite the specialised experts from eight countries cooperated and held the meetings remotely due to COVID-19: working groups for customer rights protection, cost modelling and cost accounting, and statistics. The latter is chaired by the RRT representative.

In 2020, the Working Group for Customer Rights Protection discussed the transposition of the European Electronic Communications Code, the countries shared information on the progress of transposition. The initiatives of the regulatory bodies were highlighted in terms of tackling COVID-19 related challenges, service comparison tools were reviewed, practical issues of assurance of customer rights were analysed (agreement template, service package, remote agreements). During the meeting, the RRT expert also gave a presentation on the issues of customer rights protection relevant to Lithuania.

The Working Group for Cost Modelling and Cost Accounting shared its knowledge on the assessment of wholesale regulated service costs. More focus was placed on the assessment of the weighted average cost of capital (WACC) taking account of the EC notice and BEREC guidelines regarding the calculation of WACC component parameter values. Moreover, the countries shared information on how the provisions of the European Electronic Communications Code would be implemented in relation to the highest voice call termination tariffs (Eurorates) established at the EU level.

In 2020, the Statistics Working Group chaired by the RRT representative met remotely two times. The spring meeting was dedicated to analyse the statistical data of the previous year, to discuss harmonisation and other issues. The result of the meeting is the benchmark analysis of the electronic communications market development based on the statistical data for 2019. During the second meeting, each country presented the recent statistical data which clearly show the effect of the COVID-19 pandemic – greater duration of calls (till 2020, this indicator was stable for several years in a row or even going down), volume of transmitted data (much more rapid pace of the growth compared to the previous year) and number of internet access subscribers. Nordic and Baltic countries shared the developments in the field of national customer surveys as well: each country presented its experience, the RRT representative drafted a presentation on TV viewers' survey. Also, international comparative statistical indices were discussed during the meeting: it was observed that the statistical values of various indicators differed from the those presented in the report developed by the Statistics Working Group.

NB network cooperation took place at the managerial level as well. Having cancelled the meeting of the Heads planned in Vilnius due to COVID-19, it was held remotely in autumn. This was the third annual meeting of the Nordic-Baltic managers of regulatory bodies. During the meeting, the participants presented the most important news on the national electronic communications markets, current issues related to market analyses, initiatives of regulatory bodies and best practice of the pandemic impact management. Much emphasis was put on the currently relevant issues for Nordic and Baltic regulatory bodies regarding the 700 MHz radio frequency auctions and other

challenges related to 5G network development, radio spectrum shared use, transposition and implementation of the European Electronic Communications Code.

LINESIS INFORMATION SYSTEM

RRT assessed 8 cases heard by the EU Court of Justice and drafted 12 opinions regarding its rulings.

39 new EU legal acts were assessed, 5 of them resulted or will result in national implementation measures to be taken by RRT.

RRT assessed and analysed new EU legal acts registered in the Lithuanian membership EU information system (hereinafter – LINESIS), including cases heard and decisions adopted by the EU judicial institutions.

In 2020, RRT assessed 8 cases heard by the EU Court of Justice (hereinafter – EUCJ) and drafted 12 conclusions regarding its rulings. As for the cases newly heard by the EUCJ, the need to join such cases within the competence of RRT and express the position of the Republic of Lithuania was not established. The rulings adopted by the EUCJ are significant for the adequate application and implementation of the national legal regulation transposing the EU law. The EUCJ rulings considered in 2020 did not lead to the need to initiate the amendments to national legal regulation or take other national implementing measures within the competence of RRT, but RRT supported the proposals submitted by the Ministry of Justice in terms of forming the working group of the representatives of the institutions concerned, which would assess the compliance of the Lithuanian national regulation with certain EUCJ rulings and, if necessary, would propose required measures.

In 2020, 13 new EU legal acts registered with LINESIS whose implementation involves RRT as the **responsible authority** were assessed. Of which 5 EU legal acts required or will require RRT to take national implementation measures, i.e. draft new legal acts or change the existing ones or take other measures within the competence of RRT.

In 2020, 26 new EU legal acts registered with LINESIS whose implementation involves RRT as the **participating authority** were assessed. The need to prepare national implementation measures within the competence of RRT regarding these legal acts was not established.In 2020, it coordinated 24 positions on the EU issues discussed by the authorities of the Republic of Lithuania.

INTERNATIONAL PROJECTS

Contest of digital solutions ‘New Enlightener 2020’

For many years, the contest has been coordinated by RRT Deputy Director Ieva Žilionienė (in the centre) who is the Lithuanian national WSA expert and one of the members of the world WSA jury.

As part of the tradition, RRT together with the Information Society Development Committee organised the national digital innovation contest New Enlightener 2020. Its goal is to find original, innovative, advanced digital solutions designed to resolve relevant issues in Lithuania that would be entitled to be called Lithuanian digital enlighteners and would be able to represent Lithuania in the competition hosted by the United Nations *World Summit Awards* (hereinafter – WSA). 23 finalists selected during the final event of the contest which was held at the beginning of August gave live presentations of their solutions, of which 8 winners were selected to represent Lithuania in different categories of the WSA contest. The contestants also competed over the nomination of the 'Best Solution for Lithuania', prize of EUR 3 000 for 'Start-up of the Year' and participation in the special WSA contest 'Youth Innovation for Europe'.

At the end of 2020, we welcomed good news from the final of the WSA 2020: we learnt that the interactive educational game Flight Across the Atlantic nominated by Lithuania became the winner of 'World Summit Awards 2020' in the category 'Culture and Tourism'. This solution was included in the top 40 of WSA winners which, as is the case every year, consisted of 5 best solutions in 8 WSA contest categories selected out of more than 8 000 nominees from the world. And this is not the first successful performance of Lithuanian innovators: last year we enjoyed the success of the solutions of such Lithuanian start-ups and organisations as ChestEye CAD (Oxipit), BitDegree (BitDegree), Pulsetip (Pulsetip), Kompiuteriukai vaikams (Kompiuteriukų paramos fondas), Interactio.io (Interactio), etc. For more information, see: https://www.naujasis-knygnesys.lt/pradzia.

'Flight Across the Atlantic' developed by the team of the Vytautas the Great War Museum and Kaunas University of Technology is an interactive game featuring the legendary flight of Steponas Darius and Statys Girėnas in 1933 in a modern and inclusive way. It is available for free in Google Play app store, and it is very successfully used in the Vytautas the Great War Museum which stores the exhibits reminding of this event which is highly significant to Lithuanian history.

Project 'Safer Internet' and activities of Internet hotline 'Clean Internet'

In 2020, RRT and its partners[53] further implemented the project 'Safer Internet' where RRT is responsible for the activities of the internet hotline. The objective of the RRT Internet hotline 'Clean Internet' 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, approach the service provider and/or forward to the competent authorities in Lithuania or RRT partners abroad so that prohibited information is removed from the internet as soon as possible.

1 373 – reports on unlawful or harmful content on the Internet in 2020.

33.5% – the number of reports which led to further actions.

The Memorandum of clean internet environment was published.

In 2020, RRT received 1 373 reports via the internet hotline (Fig. 1).

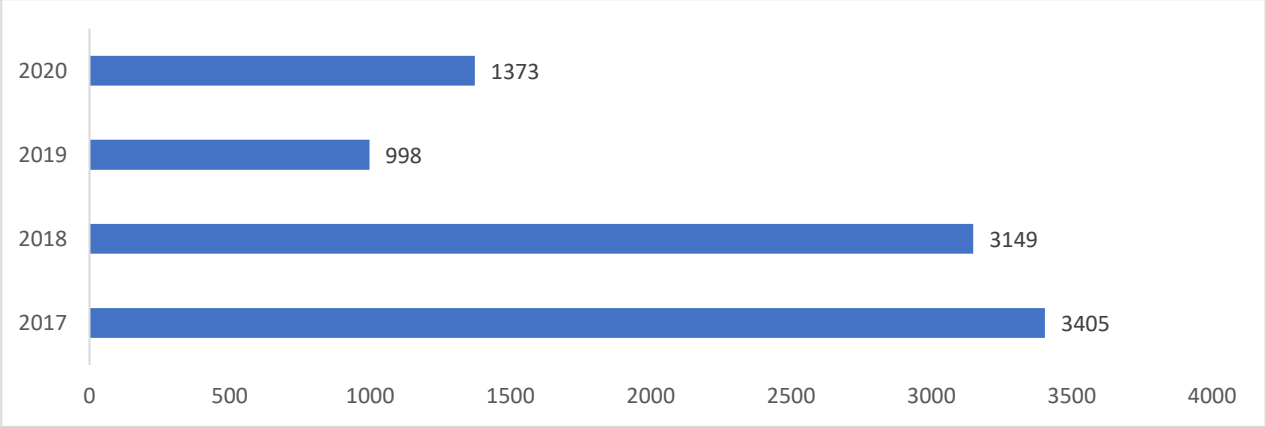


Fig. 1 **The statistics of reports to the Internet hotline received in 2017–2020, pcs.**

RRT experts established that 460 reports (34% of all received reports) concerned the content which was indeed prohibited or having a negative effect on minors and it enabled further actions to be taken.

- **159 reports on child sexual abuse images** were forwarded to foreign internet hotlines, which are the members of international internet hotline association INHOPE. 403 reports were recurrent, i.e. they concerned the same content which has already been forwarded to INHOPE or Police Department, therefore additional actions were not taken.
- **143 reports were forwarded to internet service providers of different countries**, website owners, social media managers with the NTD (*Notice and Take Down*) mark regarding the prohibited to disseminate internet content contained on their websites or networks by instructing to take it down as soon as possible.
- **80 reports were forwarded to the Police Department for further investigation**, having suspected the prohibited to disseminate content in the Lithuanian service stations.
- **78 reports**, having suspected the information having a negative effect on minors, were forwarded to the Office of the Inspector of Journalist Ethics for further investigation.

[53] National Agency for Education, Association Langas į Ateitį, Public Enterprise Vaikų Linija.

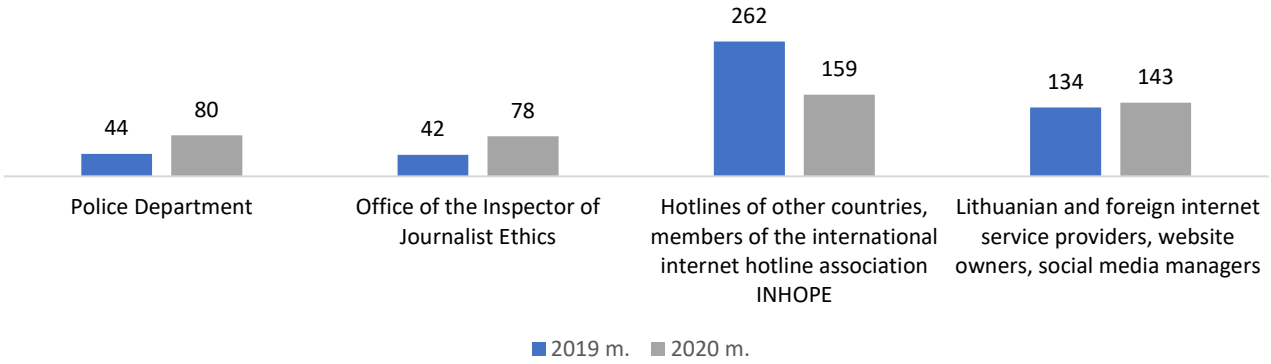


Fig. 2 **The statistics of reports forwarded for further investigation in 2019–2020, pcs.**

Aiming to create the environment of effective cooperation between electronic information hosting service providers and RRT, RRT published the **Memorandum on Clean Internet Environment** *https://svarusinternetas.lt/memorandumas/10* and invited Lithuanian electronic information hosting service providers to join. Currently, 10 service providers had joined the Memorandum, thus confirming their commitment and objective to contribute to the creation of cleaner and safer internet environment.

To strengthen the internet hotline activities, **in 2020 RRT participated in the GovTech Lab challenge series organised by Agency for Science, Innovation and Technology (MITA).** During the series, the automated tool was developed identifying the prohibited online content published in the Lithuanian digital space (child sexual abuse material, pornography) and reporting it to RRT internet hotline. The transfer of this automated tool for the use of RRT is planned in the spring of 2021.

In 2020, RRT representatives and partners of the project 'Safer Internet' participated in the following activities: organised the main event of Safer Internet day, series of events 'Be safe online' for primary pupils, gave lectures at schools, in summer camps, to safer internet ambassadors, took part in the virtual exhibition 'School 2020', communicated hotline activities via different media channels.

Project 'Connected Lithuania: Effective, Safe and Responsible Digital Society in Lithuania'

RRT together with its partners continued the project 'Connected Lithuania: Effective, Safe and Responsible Digital Society in Lithuania'. RRT activities in this project are targeted at to provide the information to the Lithuanian residents on trust services, electronic signature and safe use of the internet.

www.esaugumas.lt and www.elektroninisparasas.lt/ – websites updated by means of project funds.

In 2020, at the request of RRT the websites *www.esaugumas.lt* and *www.elektroninisparasas.lt* were updated; the users may find out more about safe and responsible use of the internet, trust services and electronic signature. Also, the tool for verification of certificates and time stamps *https://tikrinti.elektroninisparasas.lt* was updated as well as the content of the electronic signature remote teaching information system *https://mokykis.elektroninisparasas.lt*.

It is expected that on the updated websites the users will be able to access information they are interested more quickly and more easily. Further publication of teaching material on safe online use developed in 2019 took

place to reach as many internet users as possible. The learning material was published on the websites managed by RRT (*www.esaugumas.lt*; *www.elektroninisparasas.lt*; *www.rrt.lt).*

Twinning Project in Ukraine (2019-2021)

Project value	Project duration	Project No
EUR 1.3 million	**September 2019 – June 2021**	**UA 18 ENI TE 01 19**

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 (hereinafter – Twinning Project). The objective of the Twinning Project is to strengthen and enhance the ability of the National Commission for the State Regulation of Communications and Informatisation (hereinafter – Ukrainian regulatory body) in the areas of supervision of the quality of electronic communications service, access to the electronic communications networks and the connection of networks. Project leader is the Director of RRT. RRT Deputy Director G. Pūras was appointed as the Twinning project adviser resident.

The COVID-19 pandemic became quite a challenge for the implementation of this project. By mutual agreement, it was decided to continue the Twinning Project. Having urgently coordinated the activity organisation and administration issues, this project continued remotely since Q2 of 2020.

32 missions in total took place in 2020, of which 25 remote missions were implemented since May. 4 virtual training courses and workshops were successfully organised. In 2020, a comprehensive report on the Ukrainian legal regulatory base, its improvements, amendments and practically used electronic communications quality tools was issued. 1 draft legal act – Rules for the Out-of-court Procedure for Handling the Disputes Between Electronic Communications Service Users and Service Providers – k and 8 draft guidelines and recommendations concerned the supervision of electronic communications service quality and customer information on services has been prepared. To promote the project, 11 presentations in English and Lithuanian were developed, they were published on RRT social media and the website.

In 2020, 4 meetings of the Twinning Project Supervision Committee presenting the reports of the Twinning Project activities took place.

In 2020, the Parliament of Ukraine (Verkhovna Rada) adopted the updated Law on Electronic Communications[54]. RRT experts issued the analysis of the regulation of the Draft Law on Electronic Communications. They submitted proposals regarding the improvement of certain provisions to ensure that the regulation of the rights of end users and network neutrality complies with the provisions of the European Electronic Communications Code.

[54] On 12 January 2021, the President of Ukraine signed the Law on Electronic Communications of Ukraine whose entry into force is planned on 1 January 2022.

In 2020, the Ukrainian parliament also registered the draft Law on Regulatory Bodies which defines the aspects of the functioning of the regulatory body.At the request of the colleagues from the Ukrainian regulatory bodies, the workshop 'Key aspects of sovereignty of communications regulatory bodies' was held, the significance of independence of the regulatory body was presented as well as the power and effect of the decisions on the electronic communications market participants were discussed.

To present the Ukrainian colleagues with even more extensive experience of the EU countries, the representatives of the Polish and German regulatory bodies are included in the expert team as of 2021.

GOVERNANCE OF RRT

RRT is managed by the Director. The Director is appointed by the President of the Republic of Lithuania upon the submission of the Prime Minister for a term of 5 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, regulations for structural divisions, lists of positions and job descriptions, employs and dismisses RRT civil servants and employees employed under employment agreements, approves the RRT strategic plan, signs resolutions adopted by the RRT Council, issues orders, approves legal acts by the orders, and ensures that laws and other legal acts are followed by RRT. The most significant orders of the director related to RRT' activities of 2020 are presented in Annex 5.

The RRT Council (hereinafter – the Council) is a collegial body of RRT which consists of seven members and is chaired by RRT Director.

In 2020, the Council convened 8 meetings during which the following information was discussed and/or coordinated:

- RRT strategic objectives of activities and their implementation, including the RRT performance report 2019, Overview of the Trust Service Market 2019 and RRT draft Strategic Plan for 2021-2023;
- radiocommunication development plans;
- changes in tariffs for services provided by RRT and works performed and balancing of tariffs;
- amendments to the estimate of the RRT's Communications Management and Control Programme for 2020;
- estimate of the RRT's Communications Management and Control Programme for 2021;
- RRT regulations for structural divisions.

RRT STAFF MANAGEMENT AND STRUCTURE

Based on the data of the Register of Civil Servants of 31 December 2020, the total number of positions in RRT was 171: 150 – managers of RRT bodies, officers of political (personal) trust and career civil servants, 21 – employees working under employment agreements. At the end of 2020, RRT employed 165 employees: 75 women and 90 men. The average age of RRT employees is 46 years of age. 7 employees of RRT have the doctoral degree. The education backgrounds of RRT employees are presented in Fig. 32.

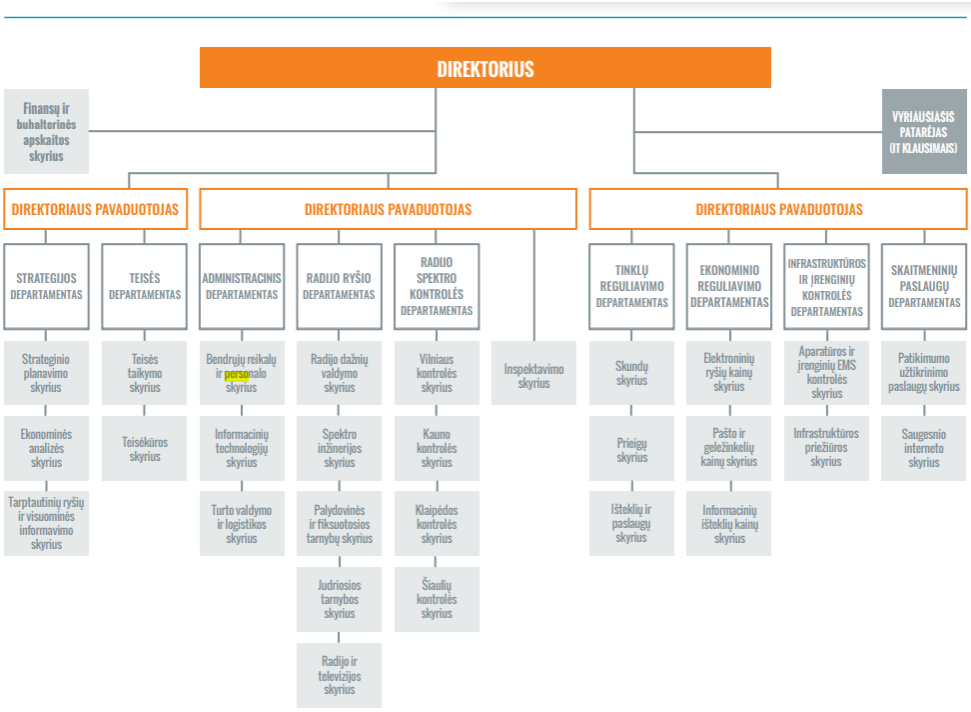
Legal	17
Other fields	10
Physics	19

Math and IT	10
Public administration	10
Economic	26
Engineering or technical	73

Fig. 32 **Breakdown of employees by education backgrounds, pcs.**

RRT structure consists of 9 departments, 27 divisions thereof, 2 autonomous departments (Fig. 33).

RRT structure (operational since 1 March 2019)



33 pav. RRT struktūra (įsigaliojo nuo 2019 m. kovo 1 d.)

In-service training for RRT employees

In 2020, RRT smoothly switched to remote in-service training – 65 remote training sessions were organised.

83% – RRT employees who specified in-service training as the most motivating measure.

In 2020, the Ministry of the Interior conducted the survey of RRT staff satisfaction with work within the scope of a larger survey[55]. The survey showed that the index of self-satisfaction with work of RRT employees was

[55] During the period between 25 May and 19 June 2020, the Ministry of the Interior conducted the survey of the governmental sector employees to learn the opinion of all employees on self-satisfaction with their work, working conditions, to assess the involvement in activities, relationship with direct managers and colleagues, to find out how they see the changes related to significant amendments to the laws adopted and entered into force in 219-2020, as well as the opinion on the organisation of their work during quarantine. The survey included 94 employees of RRT as well. The survey leader is dr. Eglė Vileikienė, advisor to the Project and Quality Management Group of the Ministry of the Interior. The researchers shared RRT results which are referred to in this report.

significantly higher compared to the whole governmental sector. 83% of RRT employees specified in-service training as the most motivating aspect. The most popular form to gain professional knowledge and skills was internal training (at the working place, where peer-to-peer training is conducted or guest lecturers are invited) and informal learning.

In 2020, 65 remote workshops were organised which gathered 921[56] participants in total.

Pursuant to the priorities for in-service training of civil servants approved by the resolution of the Government[57], RRT participated in:

- In-service training for civil servants – 631 participants (Fig. 34);
- RRT in-service training for all management chains – 42;
- RRT in-service training in the field of regulation – 248.

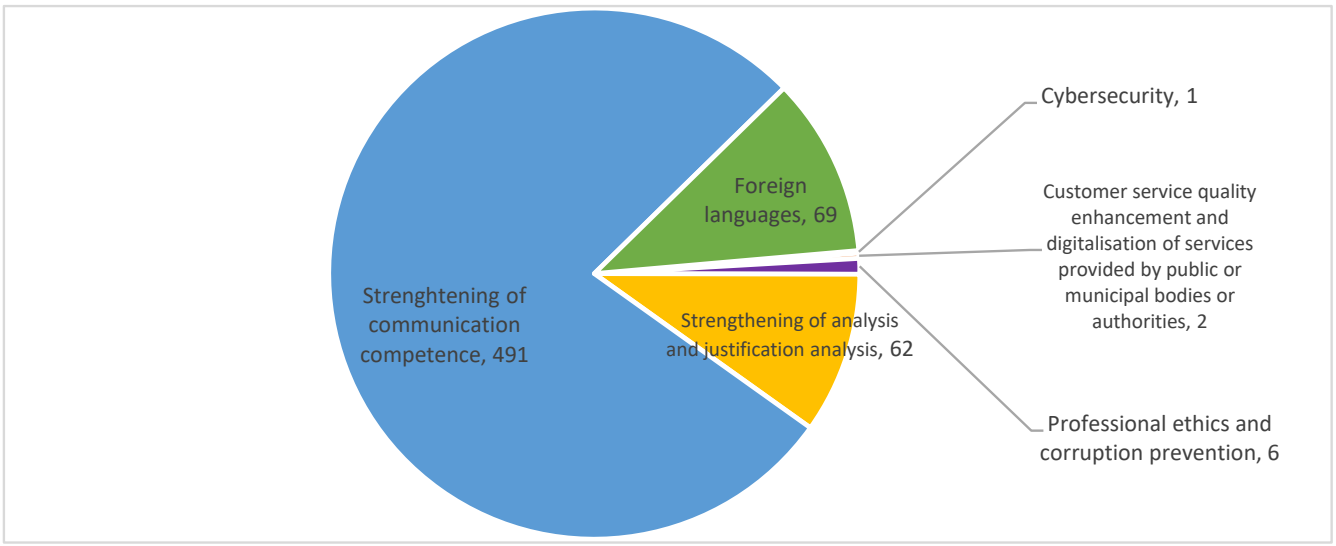


Fig. 34 **In-service training for civil servants in 2020, number of participants**

The following training was organised for the employees in the field of the RRT regulation:

- 77 participants strengthened subject specific competences in the fields of out-of-court (alternative) dispute settlement, mediation, better regulation grounds, finance management and accounting, public procurement, *MS Excel*, infographic visualisation (infograph creation), regulation of business (economic entities) supervision, employees' safety and health, management of electronic documents.
- 102 participants chose the topics of the market regulation and surveillance, strengthening of general competences in the electronic communications and other sectors, including 5G technologies.
- 69 participants took part in RRT employee training courses in the field of legal and practical aspects in relation to the supervisory function of RRT employees for the calculation of charges for data registration and submission.

MEASURES TO INFORM THE PUBLIC

[56] By counting each participation of the unique civil servant.
[57] List of priorities for in-service training of civil servants https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/bf12f4a6f6ee11e8b5e8d681eb86525b/asr

The Authority started using social media Facebook and LinkedIn for the dissemination of information.

130 – number of records posted on Facebook.

0.5 million internet users were reached on Facebook platform.

51 – number of records posted on LinkedIn, RRT's account.

In 2020, RRT focused on dissemination of information on RRT activities aiming to introduce the performance of its tasks, disseminate the information to communications users, market participants, institutions concerned and organisations on relevant topics, increase RRT's visibility and shape the image of a professional, transparent and reliable institution.

As of 1 March 2020, RRT started using Facebook and LinkedIn social media platforms for public relations to increase the visibility of the authority in the public space. To inform the public, RRT published information on social media on its activities, regarding responsible use of electronic communications, and shaped an attractive image of the employer. Public availability of the websites managed by RRT led to the increased number of visitors, the news reached the target groups interested in relevant topics.

During 2020 (10 months) Facebook platform published 130 records which reached 460 693 users, 556 followers were counted. 51 records were published on social media LinkedIn, the number of followers stood at 200.

In 2020, 77 press releases were disseminated on the topics related to RRT activities. RRT was mentioned 598 times in various sources of media (press, internet portals, television, radio) (source – UAB Mediaskopas).

In response to the public reactions and disinformation on 5G technology and to mobilise the expert approach in relation to this topic, RRT focused on the dissemination of objective information on 5G. The explanations 'What do we need to know about 5G' were drafted and published, results of European survey on public attitude to 5G were published, plans for deployment of this technology in Lithuania were shared, comments to journalists were provided, radio and TV shows were attended, RRT representatives took part in the conferences to provide the attitude based on objective information.

Besides the main website www.rrt.lt, RRT also manages the following websites:

www.nebūkberyšio.lt	Access to the information resources administered by RRT on various electronic communications services provided in Lithuania, quality, development and security thereof
www.matuok.lt	Internet speed measuring tool
matavimai.rrt.lt	Wireless internet speed measuring tool
epaslaugos.rrt.lt/apreptis	Mobile communications coverage calculations
www.svarusinternetas.lt	Information on unlawful or harmful content on the Internet
www.esaugumas.lt	Tips for safe and responsible behaviour online
www.elektroninisparasas.lt	Information on electronic signature and trust services Electronic signature remote training system and Tool for verification of certificates and time stamps

Moreover, RRT participates in non-traditional promotion events: for example, the RRT representative gave a presentation to upper-secondary school students and teachers of Vilkaviškis Gymnasium Aušra on the regulatory

aspects of electronic communications service agreements and gave tips for things to note when concluding, performing and terminating electronic communications service agreements.

Published tips and recommendations to the users and market participants

Tips for economic and responsible use of communications resources

In 2020, as a response to the challenges caused by COVID-19 in the communications sector, RRT was actively communicating with various groups of society on the relevant topics. The website www.rrt.lt had a dedicated section developed in Lithuanian and English – COVID-19 IMPORTANT INFORMATION – which publishes relevant information to communications users, market participants and other stakeholders, shares global practice and international examples.

In cooperation with the operators, Ministry of Education, Science and Sport of the Republic of Lithuania and National Agency for Education, RRT drafted and published the following recommendations and guidance for the target groups:

- Recommendations for smooth remote training process and prevention of network failures during remote training;
- Recommendations on the uninterrupted provision of electronic communications services during quarantine;
- Recommendations to teachers on remote training;
- Recommendations to parents on children's safety;
- Tips for economic and responsible use of communications resources.

Consultations to the social media users were provided, website *www.esaugumas.lt* was updated.

With a higher number of social media users due to COVID-19, RRT experts provided 600 consultations regarding the removal of unlawfully published personal or harmful information, recovery of hacked accounts, setting of adequate security and privacy options. The need for consultations increased by almost 40% (in 2019 – 429 consultations). The users may find information on how to ensure safety on social media, properly choose anti-virus software, safely use public wireless internet or protect privacy online on the updated website www.esaugumas.lt.

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

RRT was obligated to procure, 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 2020-2022 provided for the continuous (launched in 2012) investment project ‘Installation of special signal processing and decoding software and hardware in operators' switching nodes’ whose total value in 2020 was EUR 1,159 thousand allocated from the state budget. The amount of EUR 1 154.2 thousand was used for the investment project (allocated from the state budget).

Under the contracts of agency, in 2020 the State Security Department of the Republic of Lithuania implemented the procedures for the procurement of special signal processing and decoding software and hardware. The acquired signal processing and decoding software and hardware was handed over to the State Security Department for operation in trust in accordance with the procedure laid down in legal acts.

PROMOTION OF EFFECTIVE COMPETITION ON THE RAILWAY TRANSPORT SERVICE MARKET

SUPPERVISION OF COMPETITION ON THE RAILWAY TRANSPORT SERVICE MARKET

In 2020, the activities in the public railway infrastructure network were carried out by 3 railway undertakings (carriers):

- AB LTG Cargo,
- UAB LTG Link,
- AB Akmenės cementas.

Two railway undertakings (carriers) UAB Gargždų Geležinkelis and UAB LGC Cargo also submitted their applications for the allocation of public railway infrastructure capacity (hereinafter - the capacity) for rail freight transportation. Part of the requested capacity was allocated to UAB LGC Cargo, but said company did not use it and was not engaged in freight transport by rail.

Despite the fact that the number of the parts of public railway infrastructure which were declared as congested in 2020[58], it still remains one of the main reasons preventing the competition on the railway transport service market. Due to certain congested parts of the public railway infrastructure, some railway undertakings (carriers) did not receive or received only part of all requested capacities for a period of validity of the working timetable of 2020-2021.

SUPERVISION OF THE COMPLIANCE WITH THE REQUIREMENTS FOR THE RAILWAY TRANSPORT SERVICE MARKET PLAYERS

2 – number of legal acts drafted and approved by RRT.

The audit of the separation of accounting of AB Lietuvos Geležinkeliai was carried out.

To ensure the compliance with the requirements of Article 7^1(1)(2) of the Railway Transport Code of the Republic of Lithuania, in 2020 RRT issued and approved **the description of the procedure for separation of accounting of railway transport activities**[59] which sets the main principles for the separation of accounting of railway transport activities (carried out by the public railway infrastructure manager, railway undertakings (carriers), railway service facility operators), requirements for the separation of accounting and requirements for the provision of information related to the separation of accounting to RRT.

To ensure the compliance of the requirements set out in Article 24^4(5) of the Code, in 2020 RRT drafted and approved the **Description of the Requirements for the Content of the Public Railway Infrastructure Network Statement**[60] setting out the requirements for the content of the public railway infrastructure network statement in order to have all information related to the allocation of capacity and charges for the use of the public railway infrastructure in a single document, thus ensuring transparent and non-discriminatory process of capacity allocation and use thereof.

[58] In the working timetable of 2020-2021, the following parts of public railway infrastructure are specified as congested: side track Viduklė–Tauragė (section Radviliškiis–Pagėgiai); side tracks Livintai–Gaižiūnai (section Kaišiadorys–Radviliškis); side track Plungė–Šateikiai (Kužiai–Klaipėda section).
[59] Approved by Order No 1V-139 of the Director of RRT of 29 January 2020 'On the Approval of the Description of the Procedure for Separation of Accounting of Railway Transport Activities'.
[60] Approved by Order No (1.9E)1V-524 of the Director of RRT of 18 May 2020 'On the Approval of the Description of the Requirements for the Content of the Public Railway Infrastructure Network Statement'.

As part of the railway transport market surveillance, in 2020 **RRT completed the audit of the separation of accounts of AB Lietuvos geležinkeliai** for 2018. The purpose of the audit was to make sure that in 2018 AB Lietuvos geležinkeliai, as the public railway infrastructure manager, the operator of the railway service facilities and a railway undertaking (carrier) was complying with the requirements of separation of accounting of the different railway transport activities as set forth in 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 for the purpose of the charge for minimum access to the public railway infrastructure package, and the rates of the services provided by the service facilities managed by AB Lietuvos geležinkeliai were calculated according to the requirements of the legal acts.

Audit results. The non-compliance with the requirements of legal acts was established: when accounting the railway service facilities and charging thereof; when applying the methodology of public railway infrastructure costs directly incurred during railway transport activities; when separating accounting of income received from the provision of services of minimum access to public railway infrastructure package. The detailed audit report is published on the website of RRT[61].

In order to have the non-compliance with the requirements of legal acts detected during the audit eliminated, the public railway infrastructure manager was consulted on the separation of accounting in 2020. It is expected that in 2021, where the public railway infrastructure manager performs accounting following the requirements of the Description of the Procedure for Separation of Accounting of Railway Transport Activities, the major part of the shortcomings detected during the audit will be eliminated.

In 2020, RRT was supervising the compliance with the provisions of Regulation (EU) 2017/2177[62], therefore 6 railway service facility operators published the descriptions of railway service facilities they manage for the first time. The information on railway service facilities and services provided by them made publicly available contributes to the assurance of non-discriminatory and effective competition on the railway transport service market of the Republic of Lithuania.

HANDLING OF THE APPLICANTS' COMPLAINTS AND INVESTIGATIONS PERFORMED AT THE INITIATIVE OF RRT

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 commercial interests, wishes to acquire capacities.

3 – number of decisions on complaints adopted (complaints received in 2019).

2 – number of complaints accepted for handling (handling of all complaints was postponed to 2021).

1 – number of investigation carried out at the initiative of RRT regarding the actions and/or omission of the public railway infrastructure manager.

In 2020, examined 5 complaints received from the applicants (Table 13).

Table 13. **Summary of complaints received and handled by RRT in 2020**

[61] https://www.rrt.lt/gelezinkeliai/apskaita-ir-kainos/apskaitos-atskyrimo-prieziura/

[62] Commission Implementing Regulation (EU) 2017/2177 of 22 November 2017 on access to service facilities and rail-related services.

Company	Received, date	RRT decision
UAB Gargždų geležinkelis	13 November 2019	The complaint dismissed as unfounded
UAB LGC Cargo	14 November 2019	The complaint dismissed as unfounded
UAB LGC Cargo	15 November 2019	Complaint is partly founded
UAB Gargždų geležinkelis	20 October 2020	Examination is continued in 2021.
AB LTG Cargo	25 November 2020	Examination is continued in 2021.

In 2019, **UAB Gargždų geležinkelis** approached RRT in 2019 with regard to the actions of the Lithuanian Transport Safety Administration in allocating capacity for the period of the working timetable of 2019-2020. The applicant requested RRT to oblige it to allocate capacity to UAB Gargždų geležinkelis upon examining the actions carried out by the Lithuanian Transport Safety Administration.

Result. In 2020, RRT, having examined the complaint of UAB Gargždų geležinkelis, **adopted the decision to dismiss the complaint as unfounded**, as it was established that the Lithuanian Transport Safety Administration properly applied the priority rule in an congested part of the public railway infrastructure. It must be noted that UAB Gargždų geležinkelis appealed against the decision adopted by RRT and it is being considered by the court.

In 2019, **UAB LGC Cargo** addressed 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 and imposition of the sanctions on the public railway infrastructure manager. The applicant requested RRT to oblige the public infrastructure manager to sign the agreement for the use of public railway infrastructure with UAB LGC Cargo and impose the sanctions (penalty) on the public railway infrastructure manager upon examining the actions of AB Lietuvos Geležinkeliai in negotiations for the signing of the agreement for the use of public railway infrastructure.

Result. In 2020, RRT, having examined the complaint of UAB LGC Cargo, **adopted the decision to dismiss the complaint as unfounded**, as it was established that the public railway infrastructure manager concluded the agreement for the use of public railway infrastructure with the applicant. It was not established that the manager discriminated against the applicant with respect to other economic entities during the conclusion of the said agreement.

UAB LGC Cargo approached RRT in 2019 with regard to the actions of the Lithuanian Transport Safety Administration in allocating capacity for the period of the working timetable of 2019-2020. The applicant requested RRT to oblige it to allocate capacity to UAB LGC Cargo upon examining the actions carried out by the Lithuanian Transport Safety Administration.

Result. In 2020, RRT adopted a decision that the **complaint** of UAB LGC Cargo **was partly founded**. Taking that into account, RRT obliged the Lithuanian Transport Safety Administration to repeal the part of the decision made towards UAB LGC Cargo under which capacity was not allocated due to congested public railway infrastructure and, having assessed the circumstances identified when handling the complaint, adopt a new decision regarding the allocation of part of capacity requested by UAB LGC Cargo in certain congested parts of public railway infrastructure. It must be noted that the decision adopted by RRT is not enforced as both UAB LGC Cargo and Lithuanian Transport Safety Administration appealed against it at the court. Accordingly, the court, having considered the request of the Lithuanian Transport Safety Administration, has suspended the validity of the decision adopted by RRT.

In 2020, **UAB Gargždų Geležinkelis** addressed RRT with regard to the infrastructure manager's actions when allocating capacity for the validity period of the 2020-2021 working timetable for rail transport. The applicant requested RRT to oblige it to allocate capacity to UAB Gargždų geležinkelis upon examining the actions carried out by public railway infrastructure manager.

Result. RRT accepted the complaint of UAB Gargždų geležinkelis for examination. Pursuant to the provisions of Article $7^1(2)$ of the Code, in the absence of the complete material for the examination of the complaint, the examination was not finished in 2020 and it was rescheduled for 2021.

In 2020, **UAB LGC Cargo** addressed RRT with regard to the public infrastructure manager's actions when allocating capacity under the delayed application for the validity period of the 2020-2021 working timetable for rail transport. The applicant requested RRT to oblige it to allocate capacity to UAB LGC Cargo upon examining the actions carried out by public railway infrastructure manager.

Result. RRT accepted the complaint of UAB LGC Cargo for examination. Pursuant to the provisions of Article $7^1(2)$ of the Code, in the absence of the complete material for the examination of the complaint, the examination was not finished in 2020 and was rescheduled for 2021.

In 2020, **RRT at its initiative conducted the investigation** of the actions and/or omission of the public railway infrastructure manager, including the decisions on the use of capacity from 8 December 2019 to 31 March 2020 adopted within the competence.

Result. RRT established that the public railway infrastructure manager allowed the applicants to use allocated capacity without the compliance with the requirements for characteristics set in the decisions for capacity (conditions for use), i.e. without complying with the specified train route and train departure time, and accounting of train traffic and use of allocated capacity was not performed according to allocated capacity, but on the actual number of train runs which did not correspond to allocated capacity. After the investigation RRT stated that based on the current organisation of train traffic conducted by the public railway infrastructure manager, where the train routes indicated in the decisions for capacity allocation are not followed, and are replaced, it is impossible to establish how effectively the railway undertakings (carriers) use allocated capacity, and the accounting of the use of allocated capacity performed by the public railway infrastructure manager does not allow associating the actual number of train runs with allocated capacity. RRT also stated that the appropriate and accurate use and accounting of allocated capacity compliant with the characteristics specified in the decisions on capacity allocation is necessary to ensure the adequate implementation of the provisions of Article $25^2(1)$[63] and Article $29^6(4)(5)$[64] of the Code as well as the application of criteria provided for in subparagraphs 1.6 and 2.8 of the Priority Rules[65]. Therefore, RRT obliged the public railway infrastructure manager to draft the description of the assessment and accounting of actual use of allocated capacity under which the real-time accounting of the use of allocated capacity would be performed by ensuring the accumulation of accurate and traceable data on actual use of allocated capacity. Also, RRT obliged the manager to take other actions in order to resolve the issues established during the investigation.

It must be noted that the decision adopted by RRT is not enforced as the public railway infrastructure manager appealed against it at the court. Accordingly, the court, having considered the request of the public railway infrastructure manager, has suspended the validity of the decision adopted by RRT.

[63] Supervision of establishment of the thresholds of the use of capacity in congested public railway infrastructure and compliance therewith.

[64] Supervision of the establishment of the charge for capacity allocated but not used and compliance therewith.

[65] Order No 3-197 of 9 April 2020 of the Minister of Transport and Communications of the Republic of Lithuania 'On the Establishment of the Priority Rules on the Allocation of Public Railway Infrastructure Capacity in the Congested Part of the Public Railway Infrastructure'.

INDEPENDENT REGULATORS' GROUP – RAIL

In 2020, RRT participated in the activity of six working groups of IRG-Rail.

Despite the challenges raised by COVID-19, RRT representatives continued their active remote participation in the activities of the Independent Regulators' Group-Rail (hereinafter – IRG-Rail), which includes the drafting of opinions, reports, reviews and other documents in six expert groups of IRG-Rail,

RRT representatives provided statistical Information and presented the regulatory aspects of the Lithuanian railway transport service market.

In 2020, at its initiative IRG-Rail drafted:

- Report on assistance provided by European railway transport market regulatory bodies for recovery after the COVID-19 crisis;
- 8Th IRG-Rail rail transport market surveillance report;
- Timetabling and Capacity Redesign (TTR) and review of pilot project implementation;

Overview of international passenger transport services;

- Overview of the experience on minimum access package charging in Europe;
- Overview of the principles of the freight terminal charging.

EUROPEAN NETWORK OF RAIL REGULATORY BODIES (ENRRB)

In 2020, RRT took part in the meeting of the European Network of Rail Regulatory Bodies (ENRRB) where the aspects of the regulation of the Lithuanian railway transport service market were presented, complaints and issues handled, and aspects of the regulation of the railway transport market of other EU countries were introduced.

SUPERVISION OF THE CALCULATION OF THE CHARGES FOR DOCUMENT SUBMISSION AND DATA REGISTRATION

As of 1 May 2018[66], RRT has carried out the supervisory functions for the calculation of charges for the submission of documents.
As of 27 March 2019, RRT[67] carries out the supervisory functions for the calculation of charges for the registration of registry objects.

A positive conclusion on the calculation of the charges for registration of the registry objects and submission of documents by State Enterprise Centre of Registers was submitted.

A positive conclusion on the justification of reimbursable costs of SE Centre of Registers was submitted.

The first outcomes of the reform of the charges for document submission and registration of the registry objects were assessed.

RRT submitted a positive conclusion on the calculation of the charges for registration of the registry objects and submission of documents by State Enterprise Centre of Registers (hereinafter – CR).

On 22 November 2019, RRT provided a negative conclusion on the justification of the calculation of CR charges, therefore CR assessed the shortcomings indicated in the negative conclusion and remedied them. On 31 January 2020[68], CR resubmitted the documents to RRT for the conclusion on the justification of the calculation of charges by CR: the report on verification of the charges verified by the auditor and clarified draft legal acts approving the charges as well as supporting documents.

RRT, having analysed and assessed the documents submitted by CR, established that the clarified charges provided by CR were calculated in compliance with the set requirements, i.e. when calculating the charges of CR, only necessary and justified costs were included which were directly related to the activities of the submission of documents and/or registration of registry objects. Taking this into account, RRT provided CR with a positive conclusion on the justification of the calculation of the CR charges on 24 March 2020.

Having received a positive conclusion of RRT, new charges of CR were set and applied as of 1 October 2020.

1 d. **RRT provided a positive conclusion on the justification of reimbursable costs**

In 2020, CR provided RRT with information on the costs incurred in 2019 when registering the registry objects free of charge and submitting documents to the entitled institutions[69]. Also, the report of the auditing firm Moore Mackonis, UAB was submitted for the conclusion on the justification of reimbursable costs. CR indicated the amount of EUR 9 540 566.64 of costs incurred in 2019 for compensation from the state budget.

[66] Pursuant to paragraph 2 of Resolution No 45 of the Government of the Republic of Lithuania of 10 January 2018 'On the approval of the description of the procedure for the payment of charges for the registration of registry objects, calculation of charges for the submission of documents and charges for the registration of registry objects, register data, register information, documents and/or copies thereof submitted to the register, data of the state information systems'.
[67] Upon the entry into force of the amendment to Resolution No 45 of the Government of the Republic of Lithuania of 10 January 2018 as of 27 March 2019.
[68] Information was submitted to RRT by Letter No S-7907 (3.48 E) of 31 January 2020, the information was additionally clarified by Letter No S-14284 (1.31 E) of 25 February 2020 and Letter No S-17175 (1.31 E) of 10 March 2020.
[69] Public and municipal authorities and bodies, companies and public enterprises financed from the state or municipal budgets and authorised, under the Law on Public Administration of the Republic of Lithuania, to carry out public administration, or providing the individuals with public or administrative services.

RRT, having analysed and assessed the justification of such reimbursable costs, established that EUR 9 537 023,31 Eur[70] may be compensated from the state budget and provided CR with a positive conclusion on the justification of such reimbursable costs.

The first outcomes of the reform of the charges for document submission and registration of the registry objects were assessed

RRT assessed the charges submitted by CR and reimbursable costs calculated on their basis. The first entire cycle of the assessment of this field was completed.

RRT notes the following advantages of the implemented reform:

- The cost-based, more transparent and clearer pricing of the CR charges was developed.
- The document and data submission method System-to-System intended by CR allows for the automatic exchange of data between information systems; this technologically advanced and relatively cheap[71] method for submission of documents and data should be used by authorities as extensively as possible to create electronic services relevant to the public and save the state budget costs.
- The recalculation of the charges based on the costs of the provision of respective services led to significant savings of the state budget funds: if the CR reimbursable costs incurred for the free of charge submission of documents and registration of registry objects were calculated based on the charges applied by CR in 2019, they would have stood at EUR 39 087 526 (i.e. they would have been higher by as many as EUR 29 546 959).
- It is possible to assess which legal and physical persons are able to receive services free of charge, analyse the volumes of services provided to them free of charge and verify the justification of amounts compensated by the state budget funds – the disposal of this information is useful to the institutions which are responsible for making the policies on data opening and free provision of data as well as rational use of state budget funds.

Methodological assistance was provided

RRT provided the written and oral methodological assistance on the application of the provision of the Description[72] to all applying entities. In 2020, the consultation on the application of the provisions of the Description was provided to CR, State Enterprise Agricultural Information and Rural Business Centre, Office of the Chief Archivist of Lithuania, Lithuanian Geological Survey under the Ministry of Environment and State Enterprise Regitra.

[70] The amount of reimbursable costs requested by CR was reduced by EUR 3 543.33, as in 2019 two services of Bailiff Information Systems provided to CR for EUR 3 515.82 free of charge were not included in the list of TM and RRT was not provided with the documents which approved the charges for the provision of those services, and the amount of EUR 27.51 for three services indicated in the Register of Legally Incapable Persons and Persons with Limited Legal Capacity did not comply with the amounts specified in the LRV list.

[71] In comparison with the usual ways of provision of such services, e.g. in a paper form.

[72] The description of the procedure for the payment of charges for the registration of registry objects, calculation of charges for the submission of documents and charges for the registration of registry objects, register data, register information, documents and/or copies thereof submitted to the register, data of the state information systems approved by Resolution No 45 of the Government of the Republic of Lithuania of 10 September 2018 'On the approval of the description of the procedure for the payment of charges for the registration of registry objects, calculation of charges for the submission of documents and charges for the registration of registry objects, register data, register information, documents and/or copies thereof submitted to the register, data of the state information systems'.

RRT PRIORITIES FOR 2021

RRT continued activities commenced last year and set the following priorities for 2021:

- ✓ **Protection of the rights and legitimate interests of users of electronic communications and trust services, postal services, radiocommunication and electric and electronic equipment.**
- ✓ **Promotion of investments in next generation wireless broadband communication networks and of harmonised development of advanced technologies and services.**
- ✓ **The assurance of effective competition in the rail transport sector and prevention of power abuse on the rail transport services market.**
- ✓ **Assurance of charges for the registration of registry objects and submission of documents on the basis of cost-orientation.**

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

To implement this priority, RRT will measure the quality of public mobile telephone services and data transmission services in the networks of UAB Bitė Lietuva, Telia Lietuva, AB, UAB Tele2 and AB Lietuvos Radijo ir Televizijos Centras (for data transmission services only). A great focus will be placed on the measurements of data transmission speed and delay on 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 as well. The quality of service indicators will be further measured on the rail passenger routes of the Republic of Lithuania in view of the objective set by the European Commission to build a 'gigabit' society, 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.

RRT will further participate in the project 'Development and installation of the topography and engineering infrastructure information system (hereinafter – TEIIS) and new electronic services' supported by the Ministry of Agriculture of the Republic of Lithuania. Its implementation will lead to the development of the common information source to store and manage topography and engineering infrastructure spatial data. Having implemented this project, the infrastructure managers which are obliged to submit notices to RTT on their intentions to deploy the electronic communications infrastructure and/or physical infrastructure of a specific purpose will be able to do so via TEIIS. Infrastructure users wishing to jointly install the electronic communications infrastructure, as well as electronic communications infrastructure designers and builders will be able to easily review and receive the relevant information via public access to this system.

RRT will continue the supervision of the compliance with the Regulation (EU) of the European Parliament and of the Council[73] on roaming on public mobile communications networks within the European Union (a consolidated text with all amendments) and market surveillance: whether mobile communications operators comply with the provisions, whether electronic communications service users are not discriminated, whether discriminatory provisions are not applied when providing the services or settling between the operators, etc. It will verify the compliance of electronic communications service providers with the provisions of Regulation (EU) 2015/2120 on retail regulated service prices within the Union in the provision of roaming services within the EU.

[73] Regulation (EU) No 531/2012 of the European Parliament and of the Council of 13 June 2012.

In 2021, RRT, as part of the implementation of the provisions of Article 103 of Directive (EU) of the European Parliament and of the Council[74] establishing the European Electronic Communications Code, will ensure the possibility to the end users to electronically and free of charge receive information which would enable them to compare and assess the prices and quality of internet access services and number-based interpersonal communications services provided by different electronic communications service providers. The comparative tool will help the end users to choose electronic communications services which suit their needs best and will promote effective competition in the field of electronic communications.

In 2021, RRT, when implementing the provisions of Articles 84, 85 and 86 of Directive (EU) 2018/1972, will assess if universal electronic communications services (hereinafter – the universal services) are provided in the whole of the territory of the Republic of Lithuania and are affordable to the most deprived residents who are entitled to or receive cash social assistance under the Law on Cash Social Assistance for Poor Families and Single Residents of the Republic of Lithuania (deprived residents) and social service users. The availability of universal services to deprived residents and those who receive social assistance serves as the grounds for ensuring their full social and economic participation in societal life. The supervision of the compliance with the obligations to provide the universal postal service will be carried out and assessment of how the universal postal service provider's postal network meets the set requirements will be performed. To ensure the implementation of the provisions of the Regulation (EU) of the European Parliament and of the Council[75] on cross-border parcel delivery services, the data will be further collected from parcel delivery service providers in 2021, the affordability of cross-border outbound parcel tariffs of universal postal service provider AB Lietuvos Paštas will be assessed. A great emphasis will be put on the changes in the costs of cross-border outbound postal services in relation to the decisions adopted in III extraordinary Universal Postal Union congress regarding the changes in final settlements between the countries sending and receiving postal items.

RRT will carry out the surveillance of the market of radio equipment and electric and electronic devices and will seek that radio equipment and devices compliant with the requirements set in the Technical Regulations of Electromagnetic Compatibility and Technical Regulations of Radio Equipment are placed on the Lithuanian market. RRT plans to participate in the compliance assessment and drafting of the procedures for campaigns and reports on the market surveillance campaigns organised by EU Member State administrative cooperation groups EMC ADCO and ADCO RED. In 2020-2021, RRT will participate in the 11th campaign of the EU countries under Directive 2014/53/ES – MSC-RED-11 (PMR private mobile radio equipment). To enhance the market surveillance, new Regulation 2019/1020 of the European Parliament and of the Council of 20 June 2019 on market surveillance and compliance of products was approved and it, in its entirety, will enter into force on 16 July 2021. According to this Regulation, the EU product compliance network (PCN) will be created aiming at effective activities by combining market surveillance with the practice applied in the EU. RRT will carry out, within its competence, the market surveillance for products falling within the scope of Directive 2014/30/EU and Directive 2014/53/EU[76] (i.e. it will supervise formal (administrative) requirements for marking, conformity declarations, etc.) and compliance with the essential electromagnetic compatibility requirements for electrical and electronic apparatus and radio equipment, as well as the requirements for the effective use of radio spectrum so that harmful interference is avoided. 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

[74] Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018.
[75] Regulation (EU) 2018/644 of the European Parliament and of the Council of 18 April 2018.
[76] 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 and 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.

December 2022 RRT intends to install a 10m long semi-anechoic chamber SAC, expand the electromagnetic compatibility laboratory and establish a radio communications equipment safety laboratory. The implementation of the project will enable the verification of the compliance of the radio equipment technical characteristics with all essential requirements, i.e. ensure health protection and safety for people and domestic animals, protection of property, electromagnetic compatibility and effective use of radio frequency spectrum, also the electromagnetic compatibility tests of all electrical and electronic apparatus, medical equipment, scientific apparatus, motor vehicles and electric vehicles, rolling stock, unmanned aircrafts, including those of large dimensions.

As part of the supervisory functions for the trust services, RRT will compile the Trusted List (TSL) which will provide information on qualified trust service providers supervised in Lithuania and qualified trust services they provide. In 2021, further supervision will be carried out as to how trust service providers comply with the requirements set 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 as well as the requirements set in other legal acts. The assessment of business documents and compliance assessment reports of all qualified trust service providers is intended in 2021. It is also planned to automate the processes of supervision of trust service providers having implemented the solutions of the RRT's challenge 'How to perform the supervision of trust service providers in an innovative manner?' as part of the GovTech challenge series of organised by the Agency for Science, Innovation and Technology. To educate the public, RRT will continue to publish relevant information on trust services and electronic signature on the website *www.elektroninisparasas.lt.*

RRT together with its partners – the National Agency for Education, the association Langas į Ateitį and PE Vaikų Linija – will participate in the activities of the ongoing Safer Internet project. During 2021, RRT will continue operating the Internet hotline 'Clean Internet', respond immediately to reports of illegal and harmful content on the Internet, 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. Information on internet hotline 'Clean Internet' dedicated to the public is published on the website *www.švarusinternetas.lt.* There are plans to search, by automatic means, for prohibited content (child sexual abuse material and pornography) within the range of Lithuanian IP addresses having implemented the solutions of the RRT challenge 'How to identify, by automatic means, prohibited online content?' raised within the series of challenges of GovTech laboratory. RRT will seek to have mandatory filtering measures, accredited by RRT, for information having a negative impact on the development of minors installed in all places of access to public computer networks (internet) which may be visited by minors. To educate the public, RRT will continue to publish educational and information material on safe behaviour online on the website *www.esaugumas.lt*

When Directive (EU) 2018/1972 establishing the European Electronic Communications Code was adopted on 11 December 2018, the basic existing EU electronic communications legislation – four EU directives of 2002 – was consolidated and amended. Directive (EU) 2018/1972 aims at making the legal regulation of the European electronic communications market more effective so that it complies with the features of modern technologies and markets as well as the rapidly growing demand for online services and high capacity 5G networks. In 2020, RRT drew up the draft amendments to the Republic of Lithuania Law on Electronic Communications and related laws and secondary legislation ensuring the transposition of the provisions of Directive (EU) 2018/1972 into the national law of the Republic of Lithuania, and in 2021 it will continue the improvement of the national legal regulation to ensure more effective implementation of this Directive.

RRT, as a partner of the project, will participate in the project implemented by the Information Society Development Committee and funded by the EU structural funds 'Development of the open data platform enabling the effective re-use of the public sector information for business and of its management tools'. The purpose of this

project is to develop and install centralised technical means enabling the state information resource managers to develop and provide open data sets and their metadata, and enabling business entities and society to find and receive the data managed by the public sector authorities without the preconditions and in a convenient manner for the purpose of business development and implementation of non-governmental initiatives. During the second stage of the project (March 2020 – September 2023), the large-scale opening of data sets of the public sector authorities and institutions will be implemented. RRT is responsible for an open data set on electronic communications resources and radio stations.

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

Evolution of technologies is one of the main drivers of societal life and economy. New fifth generation mobile radiocommunication technology (5G) will have a huge impact on the effectiveness of the use of radio frequencies (channels) and development of infrastructure and other areas. RRT participates in the process of 5G deployment and is responsible for the preparation of radio frequencies (channels) and their allocation to the operators intending to provide electronic communications services by means of 5G technology. In 2021-2023, RRT will focus on allocation of the radio frequencies (channels) from the 694-790 MHz ('700 MHz'), 3400-3800 MHz and 24.25-27.5 GHz frequency bands to the operators.

Based on the approved Plan for the Radio Communications Development in the 470-790 GHz Radio Frequency Band, the licences for the use of radio frequencies (channels) from the 700 MHz frequency band will need to be issued by 2022, and licence holders will need to install terrestrial radiocommunication systems and allow for receiving electronic communications services of at least 30 Mb/s data transmission speed rate on the highways of national importance and in the households located in a certain territory. In 2022-2023, RRT will supervise how the licence holders meet the conditions for the use of radio frequencies (channels) from the 700 MHz frequency band and minimum development requirements.

By implementing the 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 – to allow for the use of the790 MHz frequency band for terrestrial systems capable of providing wireless broadband services till 30 June 2020, and ensure that the 470-694 MHz frequency band could be used for broadcasting services, including free television, till 2030 – RRT will free up the 700 MHz frequency band from television broadcasting services in Lithuania in 2021-2022. As part of the international coordination of radio frequencies, RRT will seek that the same is carried out in the neighbouring countries as well.

In 2021, RRT plans to announce the auctions granting the right to use radio frequencies (channels) from the 700 MHz and 3.5 GHz radio frequency bands and issue the licences for the use of the respective radio frequencies (channels) to the auction winners. In 2022-2024, the focus will be placed on the supervision of how licence holders follow the conditions for the use of such radio frequency bands and minimum development requirements.

By implementing the provisions of Article 3(3) of Commission Implementing Regulation (EU) 2020/1070 of 20 July 2020 on specifying the characteristics of small-area wireless access points pursuant to Article 57 paragraph 2 of Directive (EU) 2018/1972 of the European Parliament and the Council establishing the European Electronic Communications Code, the operators will be able to connect to the RRT radio spectrum management portal as of 2021 and provide information on installed small-area wireless access points. RRT will annually notify the EC of technologies used in small-area wireless access points.

In 2021-2023, RRT will analyse the use of the 24.25-27.5 GHz radio frequency band and will analyse an opportunity of its restructuring, will carry out international coordination of radio frequencies (channels) from this band and, in case of applications, the procedures for its allocation.

RRT is still negotiating with the telecommunication administrations of the Russian Federation over the use of the 1427-1517 MHz, 3400-3800 MHz and 24.25-27.5 GHz frequency band in order to use such bands in Lithuania based on the parameters set in EC Decision 2015/750 or make sure that the deviation from those parameters is as low as possible. In 2021-2023, RRT will seek to reach an agreement and come up with the mutually suitable solution.

In 2021-2023, all efforts will be put to enable operators operating in Lithuania to use the radio frequency bands harmonised at the EU level under favourable conditions, thus promoting investments in the next generation wireless broadband communications networks and development of advanced technologies and services.

To increase the accuracy of the measurements of electromagnetic compatibility, it is planned to acquire the set of geographical data obtained after the laser-scanning of the territory of Lithuania on the height of the buildings of the territory of the Republic of Lithuania. In 2021-2024, such data will be integrated in the systems used by RRT.

To enable the individuals to fill the requests related to the procedures for allocation of radio frequencies (channels) online, it is intended to modernize the radio spectrum management system internet portal in 2023. The goal of modernisation is to increase the operation speed, improve overall ergonomics of the portal, simplify the issuance of licences for the use of electronic communications resources by minimising the likelihood of human errors.

By implementing the provisions of Article 3(3) of Commission Implementing Regulation (EU) 2020/1070 of 20 July 2020 on specifying the characteristics of small-area wireless access points pursuant to Article 57 paragraph 2 of Directive (EU) 2018/1972 of the European Parliament and the Council establishing the European Electronic Communications Code, the operators will be able to connect to the RRT radio spectrum management portal as of 2021 and provide information on installed small-area wireless access points. RRT will annually notify the EC of technologies used in small-area wireless access points.

By Article 40(18) of the Republic of Lithuania Draft Law on Electronic Communications transposing Directive (EU) 2018/1972, it is intended to oblige the electronic communications service providers to ensure the right for service users to receive public electronic communications services via devices with integrated subscriber identification modules as of 1 January 2023. Also, it is intended to establish the service users' right to change the service provider by retaining the phone number (if any) but without changing the subscriber's identification module in terminal equipment and without physical access to terminal equipment. For this purpose, it is important to analyse best global practice and Lithuanian actual situation, find best, timely technical, safe, legal, organisational solutions with the participation of all stakeholders: public electronic communications networks and/or service providers, end users and responsible authorities.

When implementing the instruction of the Government of the Republic of Lithuania formulated in the Plan for the DNA of the Future Economy, RRT will develop the study 'Model for promotion of the use of integrated subscriber's identification modules (eSIM) in Lithuania' in 2021. The aim of the study is to develop the model for promotion of the use of integrated subscriber's identification modules in Lithuania based on the detailed analysis of the international practice and current situation. The eSIM solution enables deploying communications numbers by means of over-the-air provisioning. Lithuania already has solutions in place which offer access to electronic communications services by installing them in in-built modules, but in the absence of clear criteria for the provision of eSIM-based services and practice the eSIM solution is not fully functioning in Lithuania. Certain interest and need is observed in some sectors and companies and a specific benefit is intended for end users in terms of receiving innovative electronic communications services based on eSIM; on the other hand, there are obstacles: a lack of uniform and widely acknowledged standards, mechanisms applied in practice which define technological and organisational processes, unclear solution deployment costs, a lack of clear uses ensuring the return on investment. This study drafted by the competent team of Lithuanian and foreign experts will help find detailed,

comprehensive and reasonable answers to the questions arising. It is planned to complete the study by the end of 2021.

III. The assurance of effective competition in the rail transport sector and prevention of power abuse on the rail transport services market

As part of the implementation of the amendments to the Railway Transport Code of the Republic of Lithuania which came into force on 8 December 2019 (RTC) with regard to the procedures for allocation of public railway infrastructure capacity and supervision of the implementation of access to the railway service facilities and the services provided by such facilities, the emphasis will be put on the review of the content of the Public Railway Infrastructure Network Statement to ensure transparent and non-discriminatory conditions for access to public railway infrastructure and railway service facilities[77] and services provided by such facilities which are known to all railway transport market participants in advance.

Transparency and competition on the railway transport service market will be promoted to ensure that the operating conditions for all economic entities in Lithuania are the same as in other EU countries.

A large focus will be placed on the compliance with the requirements for financial transparency of the public railway infrastructure manager, analysis of the contribution rates of the charge for minimum access package and their recalculation. When the public railway infrastructure manager assesses the rail transportation market segments and publishes the list of rail transportation segments which may apply surcharges, the review of the establishment of rail transportation market segments will be performed.

IV. Assurance of the charges for the registration of registry objects and submission of documents on the basis of cost-orientation

In 2021-2023, the justification of the costs of the charges for the registration of registry objects and submission of documents, justification of requests to compensate the costs incurred due to free of charge registration of registry objects and submission of documents will be assessed.

Within the set time limits, the summarised information on the implementation of the provision of the description of the procedure for the payment of charges for the registration of registry objects, calculation of charges for the submission of documents and charges for the registration of registry objects, register data, register information, documents and/or copies thereof submitted to the register, data of the state information systems[78] (hereinafter – the Description) will be published. The compliance with the provisions of the Description implemented by authorities and/or register managers registering the registry objects will be supervised, methodological assistance to authorities and/or register managers will be provided with regard to the application of the provisions of this Description.

[77] Railway service facility means a facility, including a land plot, equipment and construction which, fully or in part, was specifically prepared to provide one or more main, additional and/or auxiliary services related to railway transport.

[78] Resolution No 45 of the Government of the Republic of Lithuania of 10 January 2018 'On the approval of the description of the procedure for the payment of charges for the registration of registry objects, calculation of charges for the submission of documents and charges for the registration of registry objects, register data, register information, documents and/or copies thereof submitted to the register, data of the state information systems'.

ANNEX 1. IMPLEMENTATION OF ASSESSMENT CRITERIA OF OBJECTIVES AND TASKS OF THE COMMUNICATIONS MANAGEMENT AND CONTROL PROGRAMME FOR 2020

Code of the assessment criterion	Names and measurement units of objectives, tasks, assessment criteria	Planned value for 2020	Actual value for 2020	Implementation, %
	Objective 1 – ensuring efficient and transparent competition on the electronic communications and postal service markets			
R-01-81-01-01	The share of the market of alternative public fixed communications networks and service providers (%, in terms of the number of end users)	15	18.7	124.7
	Recently, the general trend in the decrease of the public fixed telephone service users has been observed – this number went down by 45.9 thousand, i.e. 12.5% over the year (321.9 thousand in 2020, 367.8 thousand in 2019). The number of Telia Lietuva, AB service users is falling more rapidly – by 34.3 thousand (261.7 thousand in 2020, 295.9 thousand in 2019) than of other providers – by 11.6 thousand (in 2020 – 60.2 thousand, in 2019 – 71.9 thousand), therefor the share of the market of other providers is growing with respect to the shrinking market (they mostly provide their service by means of IP protocol).			
R-01-81-01-02	Market share of postal service providers (except for AB Lietuvos Paštas) (%, in terms of revenue)	64	64.7	101.1
	In 2020, revenue of AB Lietuvos Paštas stood at EUR 75.6 million (in 2019 – EUR 69.3 million); revenue of other postal service providers was EUR 138.6 million in 2020 (in 2019 – EUR 121.8 million). As of Q3 of 2019, UAB Baltic Post merged with AB Lietuvos Paštas which was previously assigned to the postal providers, except AB Lietuvos Paštas.			
R-01-81-01-03	The share of the market of alternative broadband Internet access provided by means of fixed communications technologies, service providers (%, in terms of the number of end users)	47	47.7	101.5
	The overall number of service users of broadband Internet access provided by means of fixed communications technologies went up by 0.6% in 2020 and accounted for 796.8 thousand (in 2019 – 791.8 thousand)			
	Task 1 of Objective 1 – to ensure the absence of distortion and restrictions of competition in electronic communications and postal sectors			
P-01-81-01-01-01	The share of inspections performed on how the undertakings having significant market power follow the imposed obligations (% of the imposed obligations)	100	100	100
	5 standard proposals were analysed in 2020: 1) Standard proposal for the provision of wholesale broadband services submitted by AB Telia Lietuva implementing newly imposed obligations on it ~~on Telia Lietuva, AB~~; after RRT had submitted comments and ordered Telia Lietuva, AB to adjust the standard proposal, Annex 5 of the updated standard proposal for the provision of wholesale broadband services was repeatedly assessed (entered into force on 1 November 2020); 2) amendments to the standard proposal for television broadcasting transmission service provision submitted by AB Lietuvos R~~r~~adijo ir T~~t~~elevizijos C~~c~~entras (entered into force on 1 March 2020); 3) amendments to the standard proposal for the provision of television broadcasting transmission via digital terrestrial networks submitted by AB Lietuvos ~~r~~Radijo ir T~~t~~elevizijos C~~c~~entras (entered into force on 1 October 2020); 4) amendments to the standard proposal for the provision of means for television broadcasting transmission via terrestrial networks submitted by AB Lietuvos ~~r~~Radijo ir T~~t~~elevizijos C~~c~~entras (entered into force on 1 October 2020); 5) amendments to the standard proposal for the provision of means for radio broadcasting transmission via terrestrial networks submitted by AB Lietuvos R~~r~~adijo ir T~~t~~elevizijos C~~c~~entras (entered into force on 1 October 2020).			
P-01-81-01-01-02	Number of analyses performed according to EC Recommendation 2014/710/EU of 9 October 2014 on relevant product and service markets within the electronic communications sector susceptible to ex ante regulation in accordance with Directive 2002/21/EC of the European Parliament and of the Council on a common regulatory framework for electronic communications networks and services (OJ 2014 L 295, p. 79) and analyses of other markets which may applied *ex ante* regulation (pcs.)	3	2	66.7
	In 2020, the following markets were analysed: 1. The market analysis on access granted to customers and service recipients, except for customers, to public communications networks at a fixed location. This market has been deregulated since 28 April 2020. 2. The market analysis for voice call termination on individual public mobile telephone networks. During the analysis, it was established that 7 economic entities (Telia Lietuva, AB, UAB Bitė Lietuva, UAB Tele2, UAB CSC Telecom, UAB Ecofon, UAB Mediafon carrier services, UAB Nacionalinis T~~t~~elekomunikacijų T~~t~~inklas) were providing voice call termination services in their public mobile communications networks and had significant market power. Economic entities Telia Lietuva, AB, UAB Bitė Lietuva and UAB Tele2 will be obliged to provide access, and they will be subject to the obligations of non-discrimination, transparency and price control. Economic entities UAB Mediafon Carrier Services, UAB Nacionalinis T~~t~~elekomunikacijų T~~t~~inklas, UAB CSC Telecom~~ELECOM~~ and UAB Ecofon~~COFON~~ will be obliged to provide access and will			

Code of the assessment criterion	Names and measurement units of objectives, tasks, assessment criteria	Planned value for 2020	Actual value for 2020	Implementation, %
	be subject to the obligation of price control. All operators were imposed the price control obligation to implement the provision regulating that the price of call termination shall not exceed EUR 0.76 per minute as of 1 January 2021. The commenced market analysis was terminated in 2020. 1. After consultations with the European Commission, it was decided to terminate the launched market analysis on wholesale high-quality access at a fixed location and conduct a new analysis under Commission Recommendation C(2020) 8750 of 18 December 2020 on relevant product and service markets within the electronic communications sector susceptible to ex ante regulation in accordance with Directive (EU) 2018/1972 of the European Parliament and of the Council establishing the European Electronic Communications Code. All procedures will be completed at the end of 2021–at the beginning of 2022.			
P-01-81-01-01-03	Share of the EU legislation transposed into domestic law and implemented within the deadlines set within the competence of RRT (% of legal acts to be transposed and implemented)	100	50	50
	The following EU legal acts were not transposed into national law and/or not implemented within the set time limit: 1. Commission Implementing Regulation (EU) 2020/1070 of 20 July 2020 on specifying the characteristics of small-area wireless access points pursuant to Article 57 paragraph 2 of Directive (EU) 2018/1972 of the European Parliament and the Council establishing the European Electronic Communications Code. 2. Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code. Comment: Directive (EU) 2018/1972 and Regulation (EU) 2020/1070 were not transposed and/or implemented within the set time limits due to prolonged discussions in the Government of the Republic of Lithuania regarding the Draft Law on Amendment to Republic of Lithuania Law on Electronic Communications No IX-2135.			
P-01-81-01-01-04	The share of examined reports on violations of electronic communications infrastructure installation and use (% of the total number of received reports on violations)	100	100	100
P-01-81-01-01-05	The number of planned inspections of the activities of electronic communications service providers (units)	17*	18	105.9**
	*In 2020, the plan was reviewed~~clarified~~. ~~—to carry out~~ 20 scheduled inspections were carried out, but due to COVID-19 the number of inspections was lower than it was planned ~~in 2020~~. ** Actual fulfilment of the adjusted planned criterion is 95%.			
P-01-81-01-01-06	The number of planned inspections of the activities of postal service providers, including their divisions (units)	14*	14	100**
	*In 2020, the plan was reviewed~~clarified~~. ~~—~~15 scheduled inspections were carried out, but due to COVID-19 the number of inspections was lower than it was planned. ~~in 2020~~. ** Actual fulfilment of the adjusted planned criterion is 93.3%.			
	Objective 2 – ensuring the protection of rights and legitimate interests of ICT and postal service users within the competence of RRT			
R-01-81-02-01	The share of types of radio equipment complying with the administrative requirements of the Radio Equipment Technical Regulation (% of the total number of types of inspected equipment)	73	82	112.3
R-01-81-02-02	The share of types of electrical and electronic apparatus~~devices~~ complying with the administrative requirements of the EMC Regulation (% of the total number of types of inspected devices)	75	78	104
R-01-81-02-03	The growth of the number of visitors of specialised website *www.elektroninisparasas.lt* (%, compared to the previous year)	5	85	1700
	In 2020, the website was used by 14 050 users, in 2019 – 7 589 users, during the COVID-19 pandemic, the volumes of electronically provided services highly increased and this affected the growth of the website users.			
	Task 1 of Objective 2 – to ensure integrity of public communications networks, promote safe use of the internet and supervise the internet content			
P-01-81-02-01-01	The number of reports on safe and responsible use of the internet published on the website www.esaugumas.lt (pcs.)	20	45	225
	37 publications (of which 21 videos as part of the project ‘Connected Lithuania’ implemented in 2019) and 8 new articles were published.			
P-01-81-02-01-02	Share of examined reports on bullying in cyber space and other prohibited and restricted information (% of all registered reports)	100	100	100
P-01-81-02-01-03	The number of published reports on violations of the procedure for control of information prohibited from	4	4	100

Code of the assessment criterion	Names and measurement units of objectives, tasks, assessment criteria	Planned value for 2020	Actual value for 2020	Implementation, %
	computer networks of public use and dissemination of restricted public information (pcs.)			
P-01-81-02-01-04	The share of examined applications for approval of filtering tools (% of the total number of received applications)	100	100	100
	Task 2 of Objective 2 – effective supervision of the provision of the electronic communications and postal services, including universal services			
P-01-81-02-02-01	The share of the complaints of electronic communications and postal service users, including consumers, handled within the competence of RRT (% of the total number of received complaints)	100	98.5	98.5
	541 complaints from electronic communications and postal service users were received in total, 533 complaints were examined. 8 complaints will be handled during Q1 of 2021.			
P-01-81-02-02-02	The number of planned inspections of cable television networks (CTV) (units)	18	3	16.7
	The criterion was not fulfilled due to quarantine during the COVID-19 pandemic as it was impossible to enter the studios of CTV providers ~~studios~~ or residential houses and perform the measurements.			
P-01-81-02-02-03	Number of operators' networks subject to the monitoring of the service quality indicators (units)	4	4	100
	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 electrical and electronic apparatus~~devices~~ with the requirements of the EMC Regulation			
P-01-81-02-03-01	The number of inspected types of radio equipment for compliance with the administrative requirements of the Radio Equipment Regulation (pcs.)	80*	50	62.5**
	*A~~a~~t the beginning of the year the plan was adjusted – 50 pcs. **A~~a~~djusted plan implemented by 100%.			
P-01-81-02-03-02	The number of inspected types of electrical and electronic apparatus~~devices~~ for compliance with the administrative requirements of the EMC Regulation (pcs.)	37*	50	135.1**
	*A~~a~~t the beginning of the year the plan was adjusted – 50 pcs. **A~~a~~djusted plan implemented by 100%.			
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 Radio Equipment Regulation (pcs.)	30	31	103.3
	Taking into account that one inspected device had an additional function of remote radio control, the compliance of the device with the essential requirements of the Radio Equipment Regulation was verified.			
P-01-81-02-03-04	The number of types of electrical and electronic apparatus~~devices~~ taken from the market for laboratory testing in order to determine if they comply with the fundamental requirements of the EMC Regulation (units)	25	26	104
	Taking into account ~~of~~ the fact that non-compliance of 1 type of device with the essential requirements of the EMC Technical Regulation was detected and aiming to eliminate the factor of coincidence prior to making a decision to withdraw the device from the market, one more device of the same type was additionally inspected.			
P-01-81-02-03-05	Number of conducted assessments of the compliance of radio equipment with the fundamental requirements of the Radio Equipment Regulation (effective use of radio frequencies (channels) and electromagnetic compatibility) and of issued test reports (units)	50	59	118
	In 2020, RRT inspected equipment placed on the market by economic operators and equipment taken from the market and participated in MSC-RED-11 campaign of the EU countries (10 types of equipment were inspected). 260 tests were performed in total, 59 reports were developed.			
P-01-81-02-03-06	Number of conducted assessments of the compliance of electrical and electronic apparatus~~devices~~ with the fundamental requirements of the EMC Regulation and of issued test reports (pcs.)	85	148	174.1
	In 2020, RRT inspected devices placed on the market by the economic operators and those taken from the market and participated in the market surveillance campaign MSC-EMC-13 of the EU countries (inspected 7 types of devices), it assessed the devices taken from the Finnish market at the request of the Finnish regulatory body (28 types). 655 tests were performed in total, 148 reports were developed.			
	Task 4 of Objective 2 – supervision of trust service providers and provision of provided trust services			

Code of the assessment criterion	Names and measurement units of objectives, tasks, assessment criteria	Planned value for 2020	Actual value for 2020	Implementation, %
P-01-81-02-04-01	The share of complaints regarding activities of trust service providers handled within the competence of RRT (% of all received complaints)	100	100	100
P-01-81-02-04-02	Share of provided methodological assistance to trust service providers (% of all received inquiries)	100	100	100
P-01-81-02-04-03	Share of provided consultations over trust services to the users (% of all received inquiries)	100	100	100
	Objective 3 – allowing for long-term investments in the electronic communications infrastructure and advanced development of ICT			
R-01-81-03-01	Share of the territory of the Republic of Lithuania covered by the moderate strength communications of the fourth-generation (4G) mobile radiocommunication networks (% of the whole of the territory of the Republic of Lithuania)	90	87.9	97.7
	Taking account of the fact that the major part of the Lithuanian territory is already covered by 4G, the operators are not interested in higher coverage of less populated areas. Currently, the operators are focusing on the increase of capacity of the existing base stations rather than construction of the new stations and this affected the fulfilment of the criterion.			
R-01-81-03-02	Assigned radio frequency band width (MHz) harmonised at the EU level	960	931	97
	The planned value of the criterion was not achieved as 5G auctions were not held in 2020 (postponed to 2021), since the operators asked to postpone the term of the auctions until the procedures for the sale of part of Telecentre business to UAB Mezon are completed. Business transfer procedures were completed on 31 December 2020.			
R-01-81-03-03	Number of registered broadband access mobile radiocommunication radio stations (units)	10 000	16541	165.4
	The criterion was fulfilled by 165.4% as the operators gave up 3G technology and massively replaced the stations with LTE (4G) technology stations.			
R-01-81-03-04	Width of radio frequency bands (MHz) allocated to develop fifth generation (5G) mobile radiocommunication	300	100	33.3.
	The planned value of the criterion was not achieved as 5G auctions were not held in 2020 (postponed to 2021), since the operators asked to postpone the term of the auctions until the procedures for the sale of part of Telecentre business to UAB Mezon are completed. Business transfer procedures were completed on 31 December 2020. The licence was issued to Telia Lietuva, AB for the purpose of experimental non-commercial use (100 MHz).			
	Task 1 of Objective 3 – to perform radio frequency (channel) management, supervision of the use thereof, including radio monitoring and management of other electronic communications resources			
P-01-81-03-01-01	The share of issued permits granting the right to use radio frequencies (channels) on mobile radiocommunication internal networks (% of the total number of received requests)	95	100	105.3
	In 2020, 76 requests were received, 187 licences were issued (there were requests ~~requesting~~ for allocation of several radio frequencies (channels), extending the time limit of the use of radio frequencies (channels) or transfer the right to use radio frequencies (channels) by several licences).			
P-01-81-03-01-02	The share of issued permits granting the right to use radio frequencies (channels) on fixed service radio stations (% of the total number of received requests)	85	100	117.6
	In 2020, the issuance of licences was not refused.			
P-01-81-03-01-03	Issued permits for the experimental use of radio frequencies (channels) (% of the total number of received requests)	90	100	111.1
	There were no requests subject to the adoption of the negative decision.			
P-01-81-03-01-04	Inspections and control measurements of newly installed radio and television broadcasting stations (% of the total number of newly installed stations)	100	100	100
P-01-81-03-01-05	The number of inspections of radio and television broadcasting stations (units)	32	30	93.8
	There were fewer inspections on stations performed than planned due to the COVID-19 pandemic.			
P-01-81-03-01-06	The number of inspections of internal radiocommunication networks (units)	140	23	16.4
	There were fewer inspections on internal radiocommunication networks performed than planned due to the COVID-19 pandemic.			
P-01-81-03-01-07	Share of handled complaints from the users regarding radio interference (% of all received complaints)	95.5	98.28	102.9
	290 reports were accepted in total, 285 of them were examined.			

Code of the assessment criterion	Names and measurement units of objectives, tasks, assessment criteria	Planned value for 2020	Actual value for 2020	Implementation, %
	Objective 4 – integration into the EU and international regulatory space and efficient activities of RRT			
R-01-81-04-01	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)	32	49	153.1
	In 2020, more active participation in the activities of BEREC working groups, ITU and CEPT working groups and meetings for the preparation for the most important ITU events (WTDC-21 and WRC-23) took place due to ongoing transposition of the Electronic Communications Code.			
R-01-81-04-02	Index of excellence in supervision of the activities of economic entities performed by RRT (score)	7	-	-
	The Inspection Division provided the Ministry of the Economy and Innovation with the completed questionnaire compiled under the Methodology of the Assessment of Excellence of the Institutions Supervising the Economic Operators' Activities (scoreboard), but the Ministry has not informed of the results yet.			
	Task 1 of Objective 4 – ensure efficient integration in the decision-making process of the EU and international organisations			
P-01-81-04-01-01	The number of notifications, draft documents, positions of Lithuania prepared and coordinated for participation in the committees and working groups of the EU Council and of the EC, in the committees and working groups of the Body of European Regulators for Electronic Communications (BEREC), the European Regulators Group for Postal Services (ERGP), the European Conference of Postal and Telecommunications Administrations (CEPT), the International Telecommunication Union (ITU), and the Universal Postal Union (UPU), the meeting of the Baltic regulators, other international events (units)	40	60	150
	The assessment criterion was affected by a larger number of positions when preparing for the ITU world telecommunication conference WTDC-21 and participating in the working groups in the postal area.			
	Task 2 of Objective 4 – ensure efficient organization, publicity and control of RRT activities			
P-01-81-04-02-01	The share of civil servants who participated in in-service training events in the accounting year (% of the total number of civil servants)	87	86	98.9
	In-service training was attended by 122 civil servants out of 142 in total due to quarantine announced during the COVID-19 pandemic. 95% of all training sessions were conducted remotely.			
P-01-81-04-02-02	Accessibility of RRT information systems and their subsystems per year (% of all working time)	90	93	103.3
	The actual value was obtained having assessed the technical workload of IT Department, disruptions in the connection of the internet supplier, unavailability of information systems due to technical reasons.			
P-01-81-04-02-03	Number of press releases on the activities of RRT (pcs.)	55	77	140
	In light of the fact that the need for the provision of relevant information to communications and postal service users grew during the COVID-19 pandemic and there was a greater focus on dissemination of information on 5G taking account of the public response to 5G, the criterion was fulfilled by 140%.			
	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			
R-01-81-05-01	Ensured fulfilment of obligations relating to surveillance of electronic communications traffic (%)	100	100	100
	Task 1 of Objective 5 – to ensure that operators and providers of electronic communications services perform their obligations that may be imposed on them in the interests of national defence, national security and maintenance of public order as well as in cases of extraordinary circumstances			
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 (% of equipment to be purchased)	100	100	100

ANNEX 2. IMPLEMENTATION OF ASSESSMENT CRITERIA OF OBJECTIVES AND TASKS OF THE RAILWAY TRANSPORT MARKET REGULATION PROGRAMME FOR 2020

Code of the assessment criterion	Names and measurement units of objectives, tasks, assessment criteria	Planned value for 2020	Actual value for 2020	Implementation, %
	Task 1 – aim for the conditions of effective competition on the railway transport market			
R-02-82-01-01	Share of applicants' complaints regarding an actions and/or omission of the public railway infrastructure manager, railway service facility operators, railway undertakings (carriers), institutions, authorities or organisations examined by RRT, within its competence, within the set time limits (% of all received complaints)	100	100	100
	Task 1 of Objective 1 – to ensure the absence of distortion and restrictions of competition in the railway transport market			
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) (pcs.)	1	1	100

ANNEX 3. IMPLEMENTATION OF ASSESSMENT CRITERIA OF OBJECTIVES AND TASKS OF THE PROGRAMME OF THE SUPERVISION OF THE CALCULATION OF CHARGES FOR THE REGISTRATION OF REGISTRY OBJECTS AND SUBMISSION OF DOCUMENTS FOR 2020

Code of the assessment criterion	Names and measurement units of objectives, tasks, assessment criteria	Planned value for 2020	Actual value for 2020	Implementation, %
	Objective 1 – assured cost-orientation of the charge for the registration of the registry objects and submission of documents			
R-03-83-01-01	Share of examined requests regarding cost-orientation of the charges for the registration of the registry objects and submission of documents (% of all received requests)	100	100	100
	1 request was received, 1 request was examined.			
R-03-83-01-02	Share of examined requests regarding cost-orientation of free of charge registration of the registry object and submission of documents (% of all received requests)	100	100	100
	1 request was received, 1 request was examined.			
	Task 1 of Objective 1 – to ensure that the charges for the registration of registry objects and submission of documents correspond to the necessary and justified costs, and the costs incurred due to free of charge registration of registry objects and submission of documents are properly calculated			
P-03-83-01-01-01	The number of reports drafted and published within the set time limits regarding the implementation of the provisions of the description of the procedure for the calculation of charges for the registration of registry objects and submission of documents (per year) (units)	1	1	100

ANNEX 4. RRT FINANCIAL STATEMENT 2020

The revenue received by RRT in 2020 for the services provided and activities completed according to the Communications Management and Control Programme

Item No.	RRT revenue groups	Revenue in 2020	
		EUR	**%**
1.	Supervision of observance of the conditions for engaging in electronic communications activities	25 053.86	0.35
2.	Supervision of observance of the conditions for engaging in provision of postal services	17 668.04	0.24
3.	Revenue from tenders and auctions for granting the right to use radio frequencies (channels) and telephone numbers	0	0
4.	Setting conditions for the use of radio frequencies (channels) and radio stations and the conditions for engaging in radio amateur activities	219 619.16	3.04
5.	Supervision of the use of radio frequencies (channels), including radio monitoring	6 233 025.34*	86.25
6.	Supervision of the use of telephone numbers	658 464.58	9.11
7.	Tests of radiocommunication equipment and telecommunications terminal equipment, tests of electromagnetic compatibility of apparatus and equipment	71 940.92	1.0
8.	Other	1 149.86	0.01
9.	**TOTAL (1+2+3+4+5+6+7+8)**	**7 226 921.76***	**100**

In 2020, RRT carried out three programmes:

1. **Communications Management and Control Programme, code 01.81;**
2. **Railway Transport Market Regulation Programme, code 02.82;**
3. **Programme of the Supervision of the Calculation of Charges for the Registration of Registry Objects and Submission of Documents, code 03.83.**

To fund two programmes under the Law on the Approval of Financial Indicators of the State Budget and Municipal Budgets for 2020 of the Republic of Lithuania, the amount of EUR 9 129 000 of the general appropriations was allocated, of which EUR 4 915 000 – for salaries, EUR 2 430 000 – for property acquisition (of which EUR 1 159 000 of the state budget funds for the procurement of equipment as defined in Article 77(1) and/or Article 77(4) of the Law on Electronic Communications of the Republic of Lithuania), and EUR 229 000 thousand of the state budget funds to finance the supervision of the calculation of the charges for the registration of the registry objects and submission of documents).

In 2020, the plan of RRT revenue contributions was EUR 7 741 000. Information on every programme carried out by RRT is provided below:

In 2020, to fund the **Communications Management and Control Programme** the amount of EUR 8 760 000 was planned, of which EUR 4 650 000 – for salaries, EUR 2 419 000 – for property asset acquisition (of which EUR 1 159 000 of the state budget funds for the procurement of equipment as specified in Article 77(1) and/or Article 77(4) of the Law on Electronic Communications of the Republic of Lithuania).

In 2020, the plan of revenue contributions from the Communications Management and Control Programme was EUR 7 601 000.

According to the Law on the Budget Structure of the Republic of Lithuania, Resolution No 543 of the Government of the Republic of Lithuania of 14 May 2001 'On the Approval of the Procedure for Structuring and Executing the State Budget of the Republic of Lithuania and of Municipal Budgets', the amount of EUR 1 119 300 of over-performance and unused contributions to the state budget was carried over to 2020 and it was used to finance the Communications Management and Control Programme carried out by RRT by exceeding common appropriations approved by the Parliament of the Republic of Lithuania. Based on the estimate approved on 19 June 2020, the total amount of EUR 9 879 3000 (8 760 000 +1 119 300) to be allocated to the Communications Management and Control Programme carried out by RRT was planned – this is a sum including offsets of over-performance and unused contributions from the previous year.

RRT, in accordance with the provisions of the Law on Electronic Communications, must assess the conformity and validity of the costs and collected fees. RRT, having taken account of the revenue received in 2019 and unused funds and seeking to balance the revenue and expenses of 2020, by Order No 1V-627 of the Director of RRT of 27 June 2018 established the recalculation rate 0.72 for the tariffs of supervision of the use of radio frequencies (channels), including radio monitoring, and of telephone numbers which was in effect from 1 July 2020 to 30 November 2020. The application of the tariff recalculation rate allows a flexible balance between revenue and expenses, i.e. to repay the market its overpayments through reduced tariffs, where the revenue received in the current year is higher than expected. Thus, the principle that market players do not pay more than necessary to regulate and supervise the market is implemented.

In 2020, the total amount of **revenue contributions transferred by RRT** to the state budget under **the Communications Management and Control Programme was EUR 7 203 929.55.**

Use of funds for the Communications Management and Control Programme carried out by RRT in 2020, EUR.

Item No.	Type of expenditure	Communications Management and Control Programme
		Pay-box expenses in 2020 (EUR)
1.	**Total expenses**	**5 692 166.08**
	of which:	
1.1.	Remuneration	4 514 194.79
1.2.	Social insurance contributions	134 539.34
1.3.	Costs of the use of goods and services	993 386.99
1.4.	Social allowances (benefits)	49 733.65
1.5.	Other expenses for current purposes	311.31.
2.	**Tangible and intangible asset expenses**	**2 328 853.72**
	of which:	
2.1.	Procurement of fixed assets	2 328 853.72
3.	**TOTAL (1+2)**	**8 021 019.80***

*Of which EUR 1,154,240.95 of the state budget funds were used for the procurement of equipment as defined in Article 77(1) and/or Article 77(4) of the Law on Electronic Communications of the Republic of Lithuania.

The amount of EUR 140,000 is planned to fund the **Railway Transport Market Regulation Programme in 2020**, of which EUR 103,000 for salaries and the amount of EUR 0 for property acquisition were approved.

In 2020, the plan of revenue contributions from the Railway Transport Market Regulation Programme was EUR 140,000.

According to the Law on the Budget Structure of the Republic of Lithuania, Resolution No 543 of the Government of the Republic of Lithuania of 14 May 2001 'On the Approval of the Procedure for Structuring and Executing the State Budget of the Republic of Lithuania and of Municipal Budgets', the amount of EUR 27 000 of over-performance and unused contributions to the state budget was carried over to 2020 and it was used to finance the Railway Transport Market Regulation Programme carried out by RRT by exceeding common appropriations approved by the Parliament of the Republic of Lithuania. Based on the estimate approved on 31 March 2020, the total amount of EUR 167,000 (140,000 + 27,000) to be allocated to the Railway Transport Market Regulation Programme carried out by RRT was planned in 2020 – this is a sum including offsets of over-performance and unused contributions from the previous year.

In 2020, **the total amount of revenue contributions transferred by RRT to the state budget under the Railway Transport Market Regulation Programme was EUR 162 892.**

Use of funds for the Railway Transport Market Regulation Programme carried out by RRT in 2020

Item No.	Type of expenditure	For the railway transport market regulation
		Pay-box expenses in 2020 (EUR)
1.	**Total expenses**	**115 531.28**
	of which:	
1.1.	Remuneration	85 243.36
1.2.	Social insurance contributions	1 236.04
1.3.	Costs of the use of goods and services	29 051.88
1.4.	Social allowances (benefits)	0
1.5.	Other expenses for current purposes	0.0
2.	**Tangible and intangible asset expenses**	**0**
	Of which:	
2.1.	Procurement of fixed assets	0
3.	**TOTAL (1+2)**	**115 531.28**

In 2020, the amount of EUR 229 000 was planned to finance the **Programme of the supervision of the calculation of the charge for the registration of registry objects and submission of documents**, of which EUR 162 000 – for salaries, and EUR 11 000 – for property acquisition. The programme is funded from the state budget.

Use of the funds of the programme of the supervision of the calculation of salaries for the registration and submission of data carried out by RRT in 2020

Item No.	Type of expenditure	For the programme of the supervision of the calculation of salaries for the registration and submission of data
		Pay-box expenses in 2020 (EUR)
1.	**Total expenses**	**187 469.11**
	of which:	
1.1.	Remuneration	148 054.30
1.2.	Social insurance contributions	2 146.82

1.3.	Costs of the use of goods and services	34 189.65
1.4.	Social allowances (benefits)	3 078.34
1.5.	Other expenses for current purposes	0.0.
2.	**Tangible and intangible asset expenses**	**10 955.39**
	Of which:	
2.1.	Procurement of fixed assets	10 955.39
3.	**TOTAL (1+2)**	**198 424.50**

ATTACHMENT 5. ORDERS OF THE DIRECTOR OF RRT ADOPTED IN 2020

1. Order No 1V-139 of the Director of RRT of 29 January 2020 'On the Approval of the Description of the Procedure for Separation of Accounting of Railway Transport Activities';

2. Order No 1V-223 of the Director of RRT of 25 February 2020 'On the Amendment of Order No 1V-698 of the Director of the Communications Regulatory Authority of the Republic of Lithuania 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';

3. Order No 1V-310 of the Director of RRT of 26 March 2020 'On the Amendment of Order No 1V-460 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 29 April 2011 'On the Approval of the Description of the Conditions and the Procedure for Ensuring the Right of the Subscriber to Retain the Subscriber Number when Changing the Provider of Public Telecommunication Services or the Service Provision Location or Method';

4. Order No 1V-355 of the Director of RRT of 7 April 2020 'On the Amendment of Order No 1V-292 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 16 September 2004 'On the Approval of the Rules for the Submission of Documents to the Communications Regulatory Authority of the Republic of Lithuania';

5. Order No 1V-451/KS-39 of the Director of RRT of 29 April 2020 'On the Amendment of Order No 1V-125 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 15 October 2003 'On the Approval of the Plan of Radio Frequency Allocation for Radio and Television Programme Broadcasting and Transmission' and of Decision No 89 of the Radio and Television Commission of Lithuania of 15 October 2003 'On the Approval of the Plan of Radio Frequency Allocation for Radio and Television Programme Broadcasting and Transmission';

6. Order No 1V-524 of the Director of RRT of 18 May 2020 'On the Approval of the Description of the Requirements for the Content of the Public Railway Infrastructure Network Statement';

7. Order No 1V-569 of the Director of RRT of 27 May 2020 'On the Amendment of Order No 1V-1104 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 13 December 2005 'On the Approval of the Rules on Assigning Telephone Numbers and of the National Telecommunication Numbering Plan';

8. Order No 1V-627 of the Director of RRT of 16 June 2020 'On Setting the Tariff Coefficients for the Supervision of the Use of Radio Frequencies (Channels), including Radio Monitoring, and of Telephone Numbers';

9. Order No 1V-659 of the Director of RRT of 19 June 2020 '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';

10. Order No 1V-791 of the Director of RRT of 11 August 2020 'On the Amendment of Order No 1V-367 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 7 April 2011 'On the Approval of the Tariffs of the Fees for the Services Provided and Works Performed by the Communications Regulatory Authority of the Republic of Lithuania and of the Payment Procedure';

11. Order No 1V-792 of the Director of RRT of 11 August 2020 'On the Repeal of Order No 1V-1294 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 15 December 2011 'On the Approval of the Plan for the Radio Communications Development in the 2300-2400 MHz Radio Frequency Band';

12. Order No 1V-789 of the Director of RRT of 11 August 2020 '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';

13. Order No 1V-894 of the Director of RRT of 10 September 2020 'On the Amendment of Order No 1V-893 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 9 September 2010 'On the approval of the list of radio frequencies (channels) which may be used without an individual licence';

14. Order No 1V-933 of the Director of RRT of 23 September 2020 'On the Approval of the Plan for the Radio Communications Development in the 24.25-27.5 GHz Radio Frequency Band';

15. Order No 1V-984 of the Director of RRT of 15 October 2020 'On the Amendment of Order No 1V-1053 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 5 October 2006 'On the Approval of the Rules on the Protection of Stationary Radio Monitoring Stations of the Communications Regulatory Authority of the Republic of Lithuania against Strong Electromagnetic Fields Caused by Radio Stations Operating in the Environment Thereof';

16. Order No 1V-1026 of the Director of RRT of 29 October 2020 ‘On the Repeal of Order No 1V-471 of the Director the Communications Regulatory Authority of the Republic of Lithuania of 10 May 2005 ‘On the Approval of the Plan for the Development of Third Generation Mobile Radiocommunication (UMTS/IMT-2000) in the Radio Frequency Bands 1920-1980 MHz and 2110-2170’;

17. Order No 1V-1073 of the Director of RRT of 23 November 2020 ‘On the Amendment of Order No 1V-986 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 17 November 2005 ‘On the Interoperability of End Users’ Equipment for Reception of Television Signals’.