

VEIKLOS ATASKAITA



LIETUVOS RESPUBLIKOS RYŠIŲ REGULIAVIMO TARNYBA FIR

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#### 1. FOREWORD

#### Dear readers,

I kindly present the Annual Report 2021 of the Communications Regulatory Authority ('RRT') of the Republic of Lithuania as is the case every year.

At the times of the pandemic, RRT as well as the market participants have already adjusted to the extraordinary situation and ensured the continuity of their activities. Data collected by the Authority showed that the investments in the electronic communications network infrastructure and total revenue of the electronic communications market were growing, compared to 2020, which is a strong signal of the market recovery. The postal market is facing the trends of transition to the model of the remote provision of services – the number of self-service terminals for parcels reached 58.3% over the year. E-trade which has been recently rapidly growing, where it directly relates to the increase of the number of postal parcels, contributed to this as well.

In 2021, we continued two projects which are of relevance to the Lithuanian electronic communications sector: transposition of the European Electronic Communications Code and assurance of conditions for the development of the next generation 5G technology. Our accomplishments enabled us to perform the undertaken obligations towards the Lithuanian and foreign partners, ensure the development of advanced technology in our country and greater benefits for the customers. In this context, the presence of a new service provider in Lithuania is highly important – at the end of the year, the company 'Starlink' launched its satellite internet services. The satellite communications provided by the company will allow having better access to the internet in more remote areas and it is a good alternative to the already existing means of communication.

Last year, we were active internationally – the statistical figures reflecting our activities in the international formats speak for themselves. RRT has always been viewed by the foreign partners as a strong authority of competent experts. It is even more exciting that the Government of the Republic of Lithuania nominated Tomas Lamanauskas, a former colleague of RRT, to the post of the Deputy Secretary-General of the International Telecommunication Union. The representatives of RRT were also actively involved in the campaign together with other institutions.

Last year, in very difficult period for all of us, RRT celebrated its 20th anniversary. This was an excellent occasion to review the accomplishments, assess our achievements, remember the colleagues who contributed to the successful activities of RRT the most. Our strength over the last two decades is our competence in expertise and a strong team. We therefore bravely embrace the future changes, while being aware that we, as a strong team, will tackle all challenges and continue to carry out our mission.

I now invite you to examine the most important accomplishments of the Authority in 2021.

Sincerely

Feliksas Dobrovolskis

#### **RRT 20 METŲ VEIKLOS APŽVALGA** 2001 m. gegužės 1 d. – įregistravimas ir veiklos pradžia 2001 Parengtas Nacionalinis telefono 2013 Pirmąkart suorganizuotas radijo dažnių ryšio numeracijos planas (kanalų) viešasis aukcionas – suteikti leidimai Įrengta 800-oji telefono linija pranešti naudoti radijo dažnius iš 800 MHz dažnių apie trukdžius. juostos LTE tinklams plėtoti Visiškai liberalizuota Lietuvos pašto rinka. Pirmieji telekomunikacijų rinkų tyrimai. 2002 Parengtas Skaitmeninės TV 61-69 RRT atstovai dalyvavo Tarptautinės 2014 TV kanaluose planas (Nida, 2002). telekomunikacijų sąjungos (ITU) Aukščiausioje plenarinėje konferencijoje, kurioje Lietuva Liberalizuotas elektroninių ryšių sektorius. 2003 pirma karta išrinkta i ITU Tarvba Parengta Nacionalinė radijo dažnių paskirstymo lentelė. 2015 Atlikta tarptautinė orbitinių išteklių, reikalingų Lietuvos nanopalydovo 2004 Įsigaliojo ES elektroninių ryšių direktyvų "Lituanicasat-2" tinklui, koordinavimo paketo nuostatas perkeliantis Elektroninių procedūra. ryšių įstatymas. RRT direktorius F. Dobrovolskis metus Jgyvendintas pirmasis numerio perkeliamumo pirmininkavo Europos pašto paslaugu sistemos diegimo etapas. reguliuotojų grupei (ERGP). 2005 Pirmą kartą publikuota Lietuvos ryšių RRT paskirta patikimumo užtikrinimo 2016 sektoriaus apžvalga. paslaugų priežiūros įstaiga ir įstaiga, atsakinga už nacionalinio patikimo sąrašo Lietuvoje pradėtos teikti trečiosios kartos 2006 sudarymą, tvarkymą ir skelbimą. judriojo radijo ryšio (UMTS) paslaugos. Pagal EK rekomendaciją baigtas pirmasis 2017 RRT pradėjo vykdyti geležinkelių transporto el. ryšių rinkų tyrimų etapas – ištirta 17 rinkų. rinkos priežiūrą. Galutinai įgyvendinta numerio perkeliamumo RRT pradėjo ES Dvynių projektą Gruzijos paslauga Lietuvoje. nacionalinei ryšių komisijai vystant jos elektroninių ryšių reguliavimo sistemą. Paskirstvti dažniai iš 3.5 GHz radijo dažnju 2007 Pradėjo veikti interneto svetainė juostos belaidės plačiajuostės prieigos www.nebūkbervšio.lt tinklams steigti ir paslaugoms teikti. Įdiegta "karštoji linija", kuria priimami RRT pavestos atlyginimo už dokumentų 2018 gyventojų pranešimai apie neteisėtą teikimą dydžių apskaičiavimo priežiūros bei žalingą turinį internete. institucijos funkcijos. Sukurta Operatorių tinklų informacinė RRT suteiktos nacionalinio CERT funkcijos. 2008 sistema (OTIS). Pradėtos teikti belaidės plačiajuostės prieigos paslaugos. 2019 RRT pradėjo ES Dvynių projektą Ukrainoje Nacionalinės ryšių reguliavimo ir Šviesolaidinio ryšio linijos tapo dominuojančia 2009 informatizavimo komisijos reguliavimo plačiajuosčio ryšio teikimo technologija gebėjimų stiprinimui. Lietuvoie. RRT atstovas M. Žilinskas išrinktas 2020 RRT dalyvavo rengiant 5G plėtros Tarptautinės telekomunikacijų sąjungos 2020-2025 m. gaires. Radijo ryšio reguliavimo valdybos pirmininku. Dėl COVID pandemijos RRT maksimaliai Pradėti išduoti leidimai, suteikiantys teisę pritaikė savo veiklas nuotoliniam veiklos vartoti Lietuvos vardą antrojo lygio domeno režimui. varde prieš aukščiausiojo lygio domeną ".lt". 2021 Paskelbtas 5G aukcionas. 2010 Patvirtinti teisės aktai, pagal kuriuos radijo Perkeliant naują ES reguliavimo sistemą dažnių juostos, kuriose veikia judriojo radijo įtvirtinantį Elektroninių ryšių kodeksą, ryšio GSM tinklai, buvo paskirti ir kitoms įsigaliojo naujos redakcijos Elektroninių ryšių antžeminėms radijo ryšio sistemoms. istatymas. Išduoti leidimai "SpaceX" bendrovei naudoti 2011 Pradėtos vykdyti elektroninio parašo radijo dažnius plačiajuosčio palydovinio priežiūros funkcijos. interneto paslaugai teikti – Lietuvoje Lietuvoje išjungta analoginė antžeminė pradedamos teikti palydovinio interneto 2012 "Starlink" paslaugos. televizija, pereita prie skaitmeninės televizijos.

### 2021 m. gegužės 1 d. – 20 metų veiklos sukaktis

#### 3. RRT MISSION AND STRATEGIC GOALS



#### **Mission**

Ensure effective competition, investment, innovation and an attractive diversity of services in the areas of electronic communications, postal services, rail transport, trust services, as well as the justification of the charges for the registration of registry objects and submission of documents.

#### Strategic goal 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 the users of information and communications technology (ICT) and postal services, thus accelerating the development of digital society. **Programme 'Management and control of communications'** 

#### **Strategic goal 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.

Programme 'Railway transport market regulation'

#### **Strategic goal 3**

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

Programme 'Supervision of the calculation of the charges for registration of the registry objects and submission of documents'

#### 4. RRT ACTIVITIES









övarus internetas

## 5. IMPLEMENTATION OF IMPACT EVALUATION FACTORS OF STRATEGIC OBJECTIVES IN 2021

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

#### COMMUNICATIONS MANAGEMENT AND CONTROL PROGRAMME

The programme was launched in 2001.

#### 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). Impact assessment criteria are used to assess the development of high-speed data transmission via wireless radio networks in Lithuania and availability of those networks to the public.

The criterion value reached in 2021 was calculated by applying a more accurate method to calculate speeds, where MIMO antenna amplification effect is excluded.

#### Planned value - 92%, achieved value - 87.9%. The criterion was implemented by 95.5%.

E-01-02 Share of active end users of mobile communications services (by SIM cards) using the services of data transmission via LTE network (% of all active end users of mobile communications services using data transmission services, excluding machine-to-machine (M2M) service users). The impact assessment criterion shows the effectiveness of RRT's actions in 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 6.5%, and amounted to 2,845.3 thousand, in 2020 – 2,672.1 thousand.

The overall number of SIM cards used to provide Internet access services grew by 6.6%, from 3,236.4 thousand (in 2020) to 3,451.2 thousand (in 2021).

#### Planned value - 78.5%, achieved value - 82.4%. The criterion was implemented by 105.0%.

E-01-03 Share of households using Internet access of 100 Mb/s or higher speed rate provided by means of fixed communications technology (% of all households). The impact assessment criterion demonstrates the rapid deployment of the next generation Internet access networks which ensure ultra-high speed internet connection in order to create 'gigabit' society.

The overall number of service users using Internet access of 100 Mb/s or higher went up by 13.7% in 2020 (398.1 thousand), compared to 2020, and accounted for 452.7 thousand.

The change in the growth of the number of households stood at 2.9%, when comparing 2021 (1,397.5 thousand) to 2020 (1,357.9 thousand).

Planned value - 29.5%, achieved value - 32.4%. The criterion was implemented by 109.8%.

#### E-01-04 Growth of the postal service market in terms of revenue (%, compared to previous years).

In 2021, compared to 2020, such revenue increased by 17.1% and accounted for EUR 238.9 million (EUR 204.1 million in 2020). This was caused by advanced electronic communications means, growing scales of online shopping, and a greater demand for postal services due to the COVID-19 pandemic.

Planned value - 7.5%, achieved value - 17.1%. The criterion was implemented by 228%.

## E-01-05 Growth of the number of Lithuanian residents using qualified electronic signature (percentage points, compared to previous years).

At the request of RRT, in February 2022, the representative survey of the Lithuanian population was conducted by the joint Lithuanian – British market research and public opinion survey company Baltijos tyrimai (Baltic Surveys) which showed that the share of Lithuanian citizens using the qualified electronic signature shrank by 6 percentage points in 2021, compared to 2020 (in 2021 - 29%, in 2020 - 35%). The planned value for 2021 was not reached, since in 2020, the use of the qualified electronic signature had significantly increased due to the pandemic, and in 2021, its use returned to normal levels. In 2021, compared to 2019, the share of persons using the qualified electronic signature went up by 6 percentage points. In 2019, 23% of the Lithuanian residents were using it.

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Planned value - 2%, achieved value - (-6) percentage points, The criterion was not met.

#### **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

The programme was launched in 2017.

#### IMPACT ASSESSMENT CRITERIA AND FULFILMENT THEREOF

**E-02-01 Number of applicants that submitted their applications for the allocation of public railway infrastructure capacity, pcs.** The impact assessment criterion demonstrates the change in the railway transport market by the number of potential (new) market participants and it enables assessing the market condition, the changing trends and conditions for increasing the competition.

In 2021, four applicants submitted their applications for the allocation of public railway infrastructure capacity: AB LTG Cargo, UAB LTG Link, UAB Gargždų geležinkelis, UAB LGC Cargo.

Planned value – 4 pcs., achieved value – 4 pcs. The criterion was implemented by 100%.

#### **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 The programme was launched in 2018.

#### IMPACT ASSESSMENT CRITERIA AND FULFILMENT THEREOF

E-03-01 Share of the findings 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 received requests).

In 2021, RRT received and examined the request of State Enterprise Regitra regarding the cost-based justification and correctness of the calculation of the charges for registration of the registry objects and submission of documents. State Enterprise Regitra was provided with a negative finding on the cost-based justification of the calculation of the charges for registration of the registry objects and submission of documents.

In 2021, the request for verifying the cost-based justification of the charges for submission of documents was also submitted by the Agricultural Information and Rural Business Centre (AIRBC) but, when calculating the achieved values of the criteria of 2021, the number of the requests received/examined in 2021 did not include the request of the AIRBC. The request received from AIRBC in 2021 could not have been examined as, having verified the received documents, it was established that the information was not submitted in its full scope, therefore, AIRBC was requested to submit missing documents and additional information by 21 January 2022.

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

#### 6. RRT PERFORMANCE IN NUMBERS FOR 2021



#### 7. RRT MANAGEMENT

RRT is headed 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 deals with all issues within the competence of RRT, represents RRT in the Republic of Lithuania and abroad, approves the RRT structure, regulations of 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 verifies their compliance (the most important orders related to RRT activities in 2021 are presented in Annex 1).

The RRT Council (the 'Council') is a collegial body of RRT which consists of seven members. It is chaired by the RRT Director. In 2021, the Council convened 6 meetings during which the following information was discussed and/or coordinated:

- RRT strategic goals and their implementation, including the Annual Report of 2020;
- overview of the trust service market 2020 and RRT draft strategic operational plan for 2022-2024;
- radiocommunication development plans and other draft legislation of RRT;
- changes in the tariffs for services provided and works carried out by RRT and Draft Order of the Director of RRT 'On Setting the Tariff Coefficients for the Supervision of the Use of Radio Frequencies (Channels), including Radio Monitoring, and of Telephone Numbers';
- amendments to the estimate of the RRT's Communications Management and Control Programme for 2021 and draft estimates of RRT's Management Programme and Function Performance Programme for 2022;
- RRT regulations for structural divisions.



#### 7.1. RRT STAFF MANAGEMENT

According to the data of the Register of Civil Servants of 31 December 2021, the total number of approved positions was 171 (excluding the position of the Director of RRT, as the Director of RRT is a public official). The education backgrounds of the employees are presented in Fig. 1.



Fig. 1. Breakdown of employees by education backgrounds, %.

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



#### Fig. 2. RRT structure

#### 7.2. IN-SERVICE TRAINING FOR RRT EMPLOYEES



RRT develops the incentives to satisfy the most important needs of its employees: organises celebrations of national holidays to build the relationship, annually invites its employees to take part in the charity campaigns during which they can support the disabled children. The greatest focus is placed on the staff training.

**152 unique employees of RRT** (a person who participates in several training courses is only counted once) participated in the in-service training events held in 2021 during which they improved their generic competences related to the implementation of the Authority's strategic goals and deepened the specific knowledge in the field of RRT regulation.

Taking account of the pandemic which was ongoing in 2021 due to COVID-19, 94% of all RRT in-service training events were held online.

In 2021, 76 training sessions were organised online by external providers, 16 training sessions were held in cooperation with other institutions and 10 internal training sessions 'RRT employees to RRT employees' were arranged.

Based on the approved priorities for in-service training of civil servants, heads of all RRT chains and RRT regulatory field, the number of employees who took part in the training broke down as follows (Table 1):

787 participants of the in-service training for civil servants;

70 participants of the in-service training for RRT heads of all chains;

1,036 participants of the in-service training in the regulatory field.

Table 1. RRT in-service training for civil servants in 2021.

ltem No	In-service training	Number of participants
1.	Cybersecurity	117
2.	Improvement of the customer service quality and digitalisation of services provided by the public or municipal authorities or bodies	7
3.	Professional ethics and corruption prevention	45
4.	Enhancement of the competence of analysis and reasoning	46
5.	Enhancement of the communication competence	470
6.	Foreign languages	79
7.	Significance of volunteering activities and their promotion in the public sector	23
8.	Total	787
ltem No	In-service training for all management chains	
1.	Improvement of managerial, leadership and change management skills	70
2.	Of which: Heads of the highest-chain who participated in the training for enhancement of leadership skills and performance management skills	37

The employees enhanced their skills in the following RRT in-service training in the field of regulation (Table 2).

#### Table 2. Topics of RRT in-service training in the regulatory field in 2021

	Торіс	Number of participants
RRT staff training for RRT employees	Digital innovation and solutions; 5G connection; non-monetary motivation in RRT; railway transport market supervision characteristics (regulation, handling of complaints, interesting cases); news in the use of the document management system @vilys; new Law on Electronic Communications; planned changes; impact on regulation; use of the spectrum system; female basis of technology and leadership; role of RRT in the postal field and RRT international cooperation.	665
Subject-specific competence	Conflict mediation; improvement of corporate performance through optimisation of generic functions; financial management and accounting; public procurement; MS <i>Excel</i> ; practical introduction to the mapping of processes; regulation of business (economic operators) supervision; employee safety and health; administration and management of classified and electronic documents; protection of the public and service secrets; legislation; economics; risk management under FMEA; ISO/IEC 27001 information security; management system standard requirements and internal audit; internal control.	315
Market regulation and supervision, strengthening of generic competences in the electronic communications and other sectors	SMTP OM-1 – legal basis and regulatory system; introduction to 'ArcGIS Pro' beginners; application of the Law on Public Administration and specific legislation in the supervision of business (economic) entities; IPv6 and IPv4 co-functioning, technical solutions and compatibility; environment, internet and modern man: what causes negative effects and how that affects us?	56
Total		1,036



#### 8.1. ELECTRONIC COMMUNICATIONS SECTOR

Total revenue of the electronic communications sector increased by 4.1%.
Investments in the electronic communications network infrastructure went up by 36.6%.
The revenue from Internet access services provided by means of mobile communications technologies grew by 17.3%.
The amount of data transferred (sent and received) via mobile communications networks increased by 28.3%.

In 2021, the electronic communications activities were carried out by 133 economic operators (127 economic operators in 2020). In 2021, the electronic communications market participants invested EUR 111.6 million in the electronic communications network infrastructure. Compared to 2020, the amount of investments increased by 36.6% (Fig. 3). The largest amounts were invested in the upgrade and development of the mobile communications network (54.3% of all investment or EUR 60.5 million) and optical fibre communication line networks.





The total revenue from the electronic communications sector grew throughout the entire period between 2017 and 2021. In 2021, the revenue amounted to EUR 762.1 million and, compared to 2020, increased by 4.1% or by EUR 30.3 million (Fig. 4). The major portion of the revenue of the electronic communications sector consisted of the revenue received from the provision of data transmission services (52.9%), and revenue from the provision of telephony services comprised 34.3%. In 2020, such revenue constituted 48.5% and 38.5%, respectively. Revenue from television and radio services comprised 11.3%, and revenue from the provision of access to physical infrastructure stood at 1.4%.



Fig. 4 Structure of the revenue of the electronic communications sector, EUR million, 2017-2021

**Data transmission services.** The data transmission activity is one of the key components of the electronic communications sector. In 2021, compared to 2020, revenue from the provision of data transmission services increased by 13.6% and accounted for EUR 403.1 million (see Fig. 5). Data transmission services (retail and wholesale) may be divided into internet access services and other data transmission services. In 2021, compared to 2020, the revenue from retail internet access services grew by 14.4% and stood at EUR 375.9 million, while the revenue from the provision of wholesale and other data transmission services increased by 3.3% and amounted to EUR 27.2 million.



Fig. 5 Revenue from data transmission services, EUR million, 2017-2021

As regards retail internet access services, 72.6% or EUR 273.0 million of the revenue came from Internet access services provided by means of mobile communications technologies. In 2021, compared to 2020, the revenue increased by 17.3% or EUR 40.3 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. 6). Over the year, the number of active SIM cards for the provision of Internet access services increased by 214.8 thousand, or by 6.6%, whereas the number of cards using LTE technologies grew by 173.2 thousand or 6.5%. In 2021, compared to 2020, the number of active SIM cards for retail Internet access services provided by means of mobile communications technologies based on the Internet access service provision plan 'Data-only' increased most rapidly – by 9.2% or 64.1 thousand.



Fig. 6 The number of subscribers to Internet access services provided by means of mobile communications technologies, in thousands, 2017-2021

The growth of internet access services provided by means of mobile communications technologies is also demonstrated by the total volume of data transmitted (sent and received) in Lithuania during 2021 which went up by 28.3% and stood at 942,858 TB, of which 917,444 TB was transmitted by means of LTE technologies. In 2021, compared to 2020, the volume of data transmitted by a service user per month grew by 20.5% and amounted to

24,532 MB (see Fig. 7). In 2021, the monthly volume of data transmitted by a service user using LTE technologies stood at 23,870 MB.





In 2021, compared to 2020, the number of subscribers to Internet access services provided by means of fixed communications technologies slightly increased – by 5.6 thousand or by 0.7% (Fig. 8). Optical fibre communication lines (FTTx) remained the main technology to provide Internet access services by means of fixed communications technologies in Lithuania in 2021. The number of subscribers who were provided internet access services via FTTx lines went up by 2.4% or 14.8 thousand in 2021, compared to 2020, and reached 624.9 thousand.



Fig. 8 The number of subscribers to Internet access services provided by means of fixed communications technologies, in thousands, 2017-2021

In terms of the structure of subscribers by technologies used, 77.9% of internet access service subscribers were using optical fibre lines. Over the year, its market share grew by 1.3 pp. The share of subscribers to Internet access services provided by means of the xDSL technology, which is the second most popular technology, shrank by 0.5 pp and stood at 14.5% (116.6 thousand). The share of subscribers to the internet access services provided via wireless communication technology constituted 4.8% (38.8 thousand) and via cable TV networks – 2.3% (18.8 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). 84.3% of fixed broadband subscribers were using 30 Mb/s and higher Internet speed. The total number of subscribers receiving 30 Mb/s and higher late upload speed increased by 3.8% over the year and at the end of 2021 it stood at 676.1 thousand. 56.4% of fixed broadband subscribers were using 100 Mb/s and higher Internet speed – the number of such subscribers went up by 13.7% over the year. In 2021, 1.6% of fixed broadband subscribers were using 1 Gb/s and higher Internet speed.

At the end of 2021, the company 'Starlink' began providing the satellite internet services in Lithuania. The satellite communications will enable having the better internet access in more remote areas.

**Telephone communication**. The number of public fixed telephone service users was decreasing during the period of 2017-2021. In 2021, this number went down by 9.7% or 31.3 thousand and totalled 290.6 thousand at the end of 2021. The number of active SIM cards used for the provision of public mobile telephone services<sup>1</sup> went up by 54.7 thousand or 1.5% in 2021, compared to 2020, and amounted to 3,726.7 thousand at the end of 2021.

In 2021, the duration of calls originated both in public fixed telephone networks (by 7.6% or 40.5 million minutes shorter than in 2020) and in public mobile telephone networks (by 2.1% or 216.1 minutes shorter than in 2020) shrank (Fig. 9).





**Television**. In 2021, compared to 2020, the number of pay-TV subscribers decreased by 3.3% and amounted to 655.5 thousand (Fig. 10). In 2021, the number of users of pay-TV services provided via broadband networks using the Internet Protocol Television technologies (IPTV) (311.2 thousand) exceeded the number of users of cable TV networks (286.2 thousand) for the first time. At the end of 2021, the number of IPTV subscribers constituted 47.5% of all pay-TV subscribers – their number grew by 2.0% or 6.2 thousand over the year. In 2021, 43.7% of all pay-TV subscribers opted for television services provided via cable TV networks but this number declined by 8.6% or 26.8 thousand over the year.



Fig. 10 The number of pay-TV subscribers, in thousands, 2017-2021

#### 8.2. POSTAL SECTOR

At the end of 2021, there were 49 postal service providers, i.e. by 2 entities fewer than at the end of 2020.

<sup>&</sup>lt;sup>1</sup> 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.

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 2020, the overall postal market grew by 17.1% in 2021 (EUR 34.9 million) and reached EUR 239.0 million (see Fig. 11). The revenue grew throughout the entire period between 2017 and 2021.



Fig. 11 Revenue from the provision of postal services, EUR million, 2017-2021

The greatest share of the postal market in terms of the revenue was held by AB Lietuvos paštas (Fig. 12), but its market share shrank by 9.0 pp over the year.





To provide 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. However, compared to 2020, the investments decreased by 13.3% in 2021 and stood at EUR 19.4 million.

In 2021, the number of self-service terminals grew rapidly – their number increased by 58.3% over the year (from 836 to 1,323). At the end of 2021, the largest number of self-service terminals (349) was possessed by UAB Omniva, 285 terminals were held by AB Lietuvos Paštas, 265 – by UAB DPD Lietuva, 235 – by UAB Venipak Lietuva, 189 – by UAB Itella Logistics.

Recently, e-commerce 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 41.1% or by 13.3 million units in 2021, compared to 2020. Recently, it has been observed that the parcels constitute an increasingly larger

part of all postal items (in 2018 - 20.4%, in 2019 - 25.0%, in 2020 - 38.7%, in 2021 - 49.5%). The letter-post market, in terms of the volume of postal items, amounted to 50.5% of all postal items in 2021. In 2021, the number of items of correspondence dropped by 9.0% or by 4.6 million units. The number of postal items went up by 10.4% or 8.7 million units in 2021, compared to 2020 (see Fig. 13).





The volume of cross-border postal items represented 32.5% of all postal items or 29.9 million units in 2021. The items of correspondence constituted 50.9% of all cross-border postal items or 15.2 million units and, compared to 2020, their scale went down by 20.9% or 4.0 million units. The number of cross-border postal parcels grew by 50.1% or 4.9 million units in 2021, compared to 2020, and stood at 14.7 million units. The volume of domestic postal items went up by 14.3% and accounted for 62.2 million units. The items of correspondence comprised 50.3% of all domestic items of correspondence or 31.3 million units and, compared to 2020, this number decreased by 1.8% or 0.6 million units. The number of domestic postal parcels grew by 37.2% or 8.4 million units in 2021, compared to 2020, and stood at 8.4 million units.

In 2021, the number of postal parcels collected at the postal item self-service terminals exceeded the number of postal parcels delivered to the recipients at their places of residence or registered address for the first time since the beginning of the collection of information on postal items by their delivery, i.e. 20.2 million postal parcels (49.7% of all delivered postal parcels) were collected at the postal item self-service terminals, and 20.0 million postal parcels (49.1%) were delivered to the recipients at their places of residence or registered address. A year ago, these numbers constituted 42.8% and 55.3%, respectively.

The major part of items of correspondence (42.9%) in 2021 were delivered to the incoming mail boxes, 30.0% were collected from post office divisions.

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

Volume of the universal postal service. In 2021, the volume amounting to 11.5 million items of the universal postal service was sent and received, which was by 27.4% less than in 2020 (see Fig. 14). The items of correspondence constituted 98.1% of all items of universal postal service or 11.3 million units and, compared to 2020, went down by 27.7% or 4.3 million units. The volume of cross-border postal items amounted to 90.1% of all items of the universal postal service or 10.4 million units in 2021 and, compared to 2020, went down by 20.7% or 2.7 million units.



Fig. 14 Volume of provided universal postal service, in million units, and revenue, EUR million, 2017-2021

**Revenue**. The revenue received from the provision of the universal postal service stood at EUR 21.3 million in 2021 and, compared to 2020, went down by 29.9% or EUR 9.0 million. The revenue from sending items of correspondence constituted 86.9% of all revenue received from the provision of the universal postal service or EUR 18.5 million.

#### 8.3. RAILWAY SECTOR

At the end of 2021, the overall length of railway tracks was 1,911 km, of which 152 km consisted of electrified tracks.

Despite the ongoing COVID-19 pandemic, the number of transported passengers was gradually increasing in 2021 and, compared to 2020, it went up by 24%, whereas the number of transported freight went down by 4.3% (this number was decreasing in 2020 as well) (Fig. 15).





In 2021, the largest part of passenger train traffic, which grew by 26%, compared to 2020, was represented by national passenger train traffic, whereas rail freight traffic, which went down by 8%, compared to 2020, mainly consisted of international rail freight traffic (Fig. 16).



Fig. 16 Passenger and freight train traffic distribution at a national and international level in 2021

#### 9. PROMOTION OF COMPETITION IN ELECTRONIC COMMUNICATIONS AND POSTAL SECTORS

#### 9.1. COMPETITION IN THE ELECTRONIC COMMUNICATIONS SECTOR MARKET.

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.

#### ANALYSES

2 – the number of completed market analyses in 2021.

By Commission Delegated Regulation (EU) 2021/654 of 18 December 2020 supplementing Directive (EU) 2018/1972 of the European Parliament and of the Council by setting a single maximum Union-wide mobile voice termination rate and a single maximum Union-wide fixed voice termination rate, the European Commission set a single maximum Union-wide mobile voice termination rate (price) and a single maximum Union-wide fixed voice termination rate (price) which apply to all providers of these service in all EU Member States. Taking this into account, only a phase of the market analysis procedure was completed in 2021 during which the decisions on the establishment, amendment and/or withdrawal of the price control obligations set for the economic operators with significant power on this market were made:

1. The market analysis on call termination on individual public communications networks at a fixed location. The price control obligation was amended or withdrawn for 7 economic operators: Telia Lietuva, AB, AB Lietuvos Geležinkeliai, AB Lietuvos Radijo ir Televizijos Centras, UAB CSC Telecom, UAB Mediafon Carrier Services, UAB Nacionalinis Telekomunikacijų Tinklas and UAB ECOFON.

2. The market analysis for voice call termination on individual public mobile networks. The price control obligation was amended or withdrawn for 7 economic operators: Telia Lietuva, AB, UAB Bitė Lietuva, UAB Tele2, UAB CSC Telecom, UAB Mediafon Carrier Services, UAB Nacionalinis Telekomunikacijų Centras and UAB ECOFON.

The results of market analyses are published on the RRT website<sup>2</sup>.

In 2021, the market analysis on services of providing broadcasting transmission means and broadcasting transmission services to deliver broadcast content to the end users were launched. In January 2022, the questionnaires of market analyses were sent.

The market analysis on **wholesale high-quality access at a fixed location** was terminated in 2021. A new market analysis will be launched in 2022.

<sup>&</sup>lt;sup>2</sup> Market analyses – Communications Regulatory Authority of the Republic of Lithuania (rrt.lt)

## 9.2. 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 consolidated and replaced four EU Directives which were effective till 20 December 2020 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.

In 2021, RRT intensively continued to transpose the European Code of Electronic Communications into national law of the Republic of Lithuania.

On 11 November 2021, the Seimas (Parliament) of the Republic of Lithuania adopted Republic of Lithuania Law No XIV-635 on the Amendment of Law No IX-2135 on the Electronic Communications (hereinafter in this section the 'Law'). The adoption of this main national legal act which transposes the majority of the provisions of the European Electronic Communications Code into national law was a huge step towards the full transposition of the European Electronic Communications Code into national law of the Republic of Lithuania and the European Commission was immediately notified thereof.

The Law entrenched new definitions, established the main terms for public consultations, certain guarantees (measures) for the protection of service providers, clarified scopes of universal electronic communications services, grounds for the broadband network coverage analysis. The Law established the 5-year regularity of market analyses, defined potential new obligations for economic operators with significant power on the electronic communications market and a possibility to offer the obligations to them; moreover, it detailed the procedure for the imposition of economic sanctions, provided for a liability for the breach of the requirements of legal acts regulating the customer rights protection and/or use of telephone numbers of a respective EU Member State where the telephone numbers of the Republic of Lithuania are used. In terms of the radio frequency management, the establishment of a longer validity period (15+5 years) for licences granting the right to use the EU-wide harmonised radio frequency spectrum, clarification of the provisions related to the effective management and efficient use of radio frequency spectrum: the specific terms and conditions for the allocation and use of certain radio frequencies (channels) were set, the option to jointly set forth the procedures for the allocation of radio frequencies (channels) with other national regulatory authorities was established.

To ensure the full transposition of the European Electronic Communications Code as soon as possible, the drafting and adoption activities in relation to the implementing acts were actively continued. RRT drew up the necessary draft implementing acts and published them for the public consultation; having received the comments and proposals from the stakeholders, it improved those drafts accordingly.

It must be noted that the Law established a new RRT management model under which RRT is managed and decisions within the competence assigned to RRT are made by a collegial management body – the Council of

Communications Regulatory Authority which consists of 5 members. The new model should come into force as of 1 May 2022.

## 9.3. DRAFTING OF THE MODEL FOR THE PROMOTION OF THE USE OF ESIM TECHONOLOGY IN LITHUANIA

By Resolution No 832 of the Government of the Republic of Lithuania of 29 July 2020 'On the approval of the list of implementing actions and projects of the 'DNA of the Future Economy' plan, and allocation of funds', the list of actions and projects of the 'DNA of the Future Economy' plan was approved, where an implementing action of the 'DNA of the Future Economy' plan in the field of digital economy and business was the drafting of the study 'Model for the promotion of the use of integrated subscriber's identification modules (eSIM) in Lithuania'. RRT was assigned as an authority responsible for the implementation of this model.

On 26 October 2020, RRT and the Ministry of Transport and Communications of the Republic of Lithuania concluded the agreement on the drafting of the study 'Model for promotion of the use of integrated subscriber's identification modules (eSIM) in Lithuania'. Following the public procurement procedures, RRT and UAB 'Ernst & Young Baltic' signed the agreement on the development services for the study 'Model for promotion of the use of integrated subscriber's identification modules (eSIM) in Lithuania'. Following the public procurement procedures, RRT and UAB 'Ernst & Young Baltic' signed the agreement on the development services for the study 'Model for promotion of the use of integrated subscriber's identification modules (eSIM) in Lithuania' on 8 March 2021.

The **aim of the study** is to develop the model for promotion of the use of integrated subscriber's identification modules (eSIM) in Lithuania based on the detailed analysis of the international practice and current situation, i.e. carry out the international practice analysis covering at least 9 foreign states which are most advanced in this area, practice, international standards and recommendations, good practices of the project development, and conduct the assessment of the Lithuanian situation, i.e. readiness, barriers, needs and prospects of all stakeholders: e-communications service providers, business entities which are planning to deploy the eSIM-based Internet of Things solutions, and end users. On the basis of the analysis, to develop the technical, cybersecurity and information security, legal and organisational implementation measures for the the eSIM use promotion model which should be implemented by the responsible institutions, e-communications service providers and economic operators which are interested in the use of those services, and crystalise as well as come up with the solutions which are optimal for Lithuania.

In Lithuania, mobile communications services are usually still provided by means of traditional physical SIM cards which are inserted in the communications devices. When such technological solutions are used, in order to start using the services, it is necessary to directly contact the mobile communications service provider and physically collect the SIM card, whereas in order to change the mobile communications service provider by retaining the existing telephone number, it is necessary to replace the existing SIM card with the SIM card issued by a new service provider. Where the mobile communications services are used for personal needs, the subscriber who wants to change the operator needs to address a new mobile communications service provider regarding a new SIM card, insert it in the device that is used, reset the device or reconfigure it in certain cases. There can be hundreds or thousands of such devices used in businesses, especially for the solutions of the Internet of Things (IoT). Such devices can be remote and used in difficult to access areas, therefore, the replacement of physical SIM cards for each device may cost

additional time and money. This allows for restrictions when providing services to both end users and business which develops the IoT solutions.

The eSIM solution enables receiving the mobile communications services or change the service provider by means of the over-the-air provisioning.

The members of the RRT working group provided the Ministry of Transport and Communications with the monthly progress reports (14 in total) which indicated the achieved results, values of the progress monitoring, indicators which caused the deviations from the action plan, and other information. The RRT working group provided the expert recommendations and conclusions to E&Y and experts, it cooperated with the Ministry and harmonised all intermediate results with it, and drafted the study 'Model for promotion of the use of integrated subscriber's identification modules (eSIM) in Lithuania' which describes the most effective model for the promotion of eSIM technology, identifies the technical, security, legal and organisational measures to be implemented by the public authorities, mobile communications service providers, other economic operators interested in the use of such services. The study also analyses the need for financial investments.

The development of the draft study and main outcome of all three stages of the study – model for the promotion of the use of eSIM and implementing measures – were presented during the RRT conference held on 16 December 2021.

The documents of the study of the promotion of the use of eSIM in Lithuania and conference material are published on the RRT website<sup>3</sup>.

#### 9.4. OPEN DATA PLATFORM

RRT, as a partner of the project, participates 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' (code No 02.2.1-CPVA-V-523-01-0001). The joint activity agreement was signed on 28 October 2020.

The **purpose of the 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 purposes of business development and implementation of non-governmental initiatives.

**Open data approach** – performance of activities necessary to fill the open data catalogue, including the technical and methodical preparation of the dataset data.

**Open dataset approach** – activities covering the preparation of the dataset metadata in the environment of the Open Data Portal (ODP), preparation of the dataset and its publication in this portal, creation of integrations ensuring the update of the open dataset and its metadata from the sources accumulating the initial data.

<sup>&</sup>lt;sup>3</sup> https://www.rrt.lt/istekliai/ataskaitos-ir-apzvalgos/esim-naudojimo-skatinimo-lietuvoje-studija/

RRT successfully implemented and fulfilled contractual obligations – created the metadata and formed 7 open datasets:

1.	Results of the measurements of quality of wireless internet access services provided in various regions of Lithuania (cities and roads)
2.	Results of the measurements of quality of wireless internet access services provided in various regions of Lithuania (railway)
3.	Licences for ship stations
4.	Licences for aircraft stations
5.	Licences for broadcasting stations
6.	List of qualified trust service providers established in the Republic of Lithuania and qualified trust services they provide
7.	Licences issued to radio amateurs

The metadata of datasets presented in the table were provided to the ODP, see here: <u>https://data.gov.lt/</u> and https://www.rrt.lt/istekliai/atviri-duomenys.

## 9.5. SUPERVISION OF EXECUTION OF THE OBLIGATIONS IMPOSED ON THE UNDERTAKINGS

In 2021, in order to promote competition RRT performed supervision of how the undertakings with significant market power adhered to the obligations imposed thereon. The audit is annually performed following paragraph 55 of the Rules for Cost Accounting based on the Method of Fully Distributed Costs approved by the Order of the RRT director. The audits requested by RRT are performed by an independent audit firm.

Cost accounting system and accounting unbundling audits of Telia Lietuva, AB and AB Lietuvos Radijo ir Televizijos Centras for 2020 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.

In 2021, cost accounting system and accounting unbundling audits of Telia Lietuva, AB and AB Lietuvos Radijo ir Televizijos Centras for 2020 were conducted.

Telia Lietuva, AB audit results. The auditor, in its audit findings, presented an opinion that the audit did not provide sufficient and appropriate evidence on the unbundling of protective tubing assets and adequate attribution of related costs to the communications cable duct system, and on the compliance of cost unbundling with the principles of the rules on regulated activity accounts. It also identified the non-conformities to the requirements for cost drivers, calculation of the return on investment corresponding to the criterion of reasonableness, geographical information system (GIS) service, description of the cost distribution methodology and connection to the wholesale broadband access service point

AB Lietuvos Radijo ir Televizijos Centras audit results. The auditor provided the conclusion that the reports on cost accounting and accounting unbundling drafted by AB Lietuvos Radijo ir Televizijos Centras for 2020 were compliant with the requirements laid down in legal acts in all significant aspects. The auditor provided the comment on uncertainties related to the application of the *beta* calculation methodology, as AB Lietuvos Radijo ir Televizijos Centras calculated the *beta* factor of the return on investment (ROI) corresponding to the criterion of reasonableness taking account of the sector where it acted as an economic operator and of the fact that it was engaged in many different activities and was providing different services. In the auditor's opinion, the *beta* factor used by AB Lietuvos Radijo ir Televizijos Centras is not reliably set and its application may affect the ROI calculation errors. The auditor recommended to consider the use of weighted *beta* for the upcoming reporting periods. It repeatedly presented the repetitive comment regarding the ineffective internal control which is performed by manually entering the data into the cost accounting system as the data portability errors were identified.

With regard to the results of the audit, RRT addressed both economic operators 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 2021, 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 were compliant with the requirements of the methodology for the calculation of tariffs for state-developed public wholesale high-speed broadband services. 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. Telia Lietuva, AB, following the non-discrimination obligation imposed on it, recalculated the prices of wholesale central access services (the 'CAS services') with the static IP address. For this reason, Telia Lietuva, AB updated the standard proposal for the CAS services with the static IP address, and the prices indicated therein entered into force on 1 October 2021. RRT, having concluded the pricing pressure test, established that the prices of CAS services with the static IP address were non-discriminatory and compliant with the obligations set for the company.

#### 9.6. TELEPHONE NUMBER PORTABILITY SERVICE

The telephone number portability service has been provided in Lithuania for 17 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, service advantages, and other important service parameters.

2,253,764 times the number portability service was used since the date it was launched.

Since the very beginning of the provision of the number portability service (in 2004) till 31 December 2021, the number portability service was used (i.e. users migrated to the network of another service provider) 2,253,764 times, of which 2,138,269 cases were mobile telephone numbers and 115,495 cases were fixed telephone numbers that were moved to another network.

The number portability service is annually used by 4% of all active telephone communication service subscribers. In 2021, the number portability service was used 181,988 times (mobile telephone numbers were ported 173,381 times, fixed telephone numbers were moved 8,607 times).

## 9.7. SUPERVISION OF ECONOMIC OPERATORS ENGAGED IN ELECTRONIC COMMUNICATIONS AND POSTAL ACTIVITIES



15 – the number of scheduled inspections of electronic communications service providers.

9 – the number of scheduled inspections of postal service providers.

In 2021, scheduled inspections of 15 electronic communications service providers (ECSP) and 9 postal service providers (PSP) were carried out. The provision of quarterly reports of the economic operators was controlled.

4 companies out of 15 inspected ECSPs were inspected for the first time. The non-compliance with the requirements of legal acts was identified in 5 companies. Economic operators were provided with the methodological assistance and identified irregularities were eliminated before the end of the scheduled inspections.

The non-compliance with the requirements of legal acts was identified in 2 companies out of 9 inspected PSPs. PSP websites did not publish the rules on the provision of postal services and typical service agreements. Having provided the methodological assistance, the documents were uploaded to the websites.

In 2021, there was no need to carry out the unscheduled inspections of economic operators.

In order to reduce the burden of the economic operators, a task to shorten the duration of scheduled inspections was included in RRT strategic action plan for 2021-2023. It set a criterion measuring the change in the average duration of the scheduled inspections of ECSP and PSP in percentage, compared to the previous years (Table 3).

# Inspection duration20202021Average duration of the ECSP's<br/>scheduled inspection66 min.64 min.Average duration of the PSP's<br/>scheduled inspection44 min.42 min.

#### Table 3. Actual duration of scheduled inspections

In 2021, the average duration of the scheduled inspection went down by 2 minutes, and the change, compared to 2020, accounted for 3-5%.

#### 9.8. OUT-OF-COURT RESOLUTION OF DISPUTES BETWEEN ECONOMIC OPERATORS

2 – the number of disputes received by RRT Commission for Dispute Resolution in 2021.

In 2021, the RRT Commission for the Resolution of Disputes between Undertakings and Disputes between Postal Service Providers (hereinafter the 'Commission for Dispute Resolution') received 2 requests to settle the disputes between the undertakings.

The Commission for Dispute Resolution received the request of Telia Lietuva, AB to settle the dispute regarding the actions of AB Lietuvos Radijo ir Televizijos Centras (hereinafter 'Telia's request') where RRT was requested to set the monthly charge rate payable to AB Lietuvos Radijo ir Televizijos Centras for the placement of equipment of Telia Lietuva, AB and its operation in the facilities of AB Lietuvos Radijo ir Televizijos Centras. It also requested to oblige AB Lietuvos Radijo ir Televizijos Centras to perform the agreement under the conditions set therein by 31 December 2021.

**Result**: The Commission for Dispute Resolution adopted a decision to refrain from upholding the Telia's request.

The Commission for Dispute Resolution received the request from UAB CSC Telecom to settle the dispute regarding the actions of Telia Lietuva, AB (hereinafter 'CSC Telecom's request') where RRT was requested to recognise that Telia Lietuva, AB infringed the requirements set in paragraphs 3.4.1.1 and 3.4.1.2 of Order No (1.9E)1V-648 of the RRT director of 19 June 2020 'On economic operator Telia Lietuva, AB with significant power on the market of voice call termination in the public mobile communications network of Telia Lietuva, AB' and that it unreasonably issued invoices to UAB CSC Telecom for a higher amount for the services of voice call termination in the mobile communicated in the CSC Telecom's request. It was also requested to oblige Telia Lietuva, AB to correct the invoices and issue a credit invoice for the amount indicated in the CSC Telecom's request.

**Result:** The parties concluded the settlement agreement, RRT approved it and terminated the dispute resolution.

### 10. PROTECTION OF CUSTOMER RIGHTS AND LEGITIMATE INTERESTS 10.1. MEANS TO COMPARE ELECTRONIC COMMUNICATIONS SERVICES

RRT, as part of the implementation of the provisions of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (recast), must ensure that the end users may use independent price comparison services which would enable them to compare and assess the prices of different internet access services and number-based interpersonal communications services.

The **goal of comparison services** is to ensure the promotion of effective competition in the field of electronic communications and help the users choose the offer which meets their expectations and needs best. RRT must ensure the development of such comparison tools.

In 2021, RRT started developing two separate tools – a tool for the **quality of electronic communications** services and a tool for the **price comparison**.

The tool for the quality of electronic communications services will enable the Lithuanian residents to find out which internet access providers may provide fixed and/or mobile communications services at a specific address after they enter the address of a specific building located in Lithuania, and choose the highest available speed rate.

The tool for the price comparison will enable the Lithuanian residents to transparently assess and compare the prices of different internet access services and number-based interpersonal communications services. The development of this tool started with the economic operators which agreed to provide data voluntarily and which provide or are entitled to provide a public electronic communications network or associated means (hereinafter 'operators'). A total of 9 operators agreed to take part in the initiative. In 2021, the operators provided information on the mobile and fixed communications plans that they offer. All data received from the operators were reviewed and the tool was tested.

It is expected that both comparison tools developed by RRT will be available to the users in 2022.

## 10.2. EXAMINATION OF ELECTRONIC COMMUNICATIONS SERVICE USERS' REQUESTS (COMPLAINTS)

**375** – the number of handled complaints regarding electronic communications services.



194 – the number of amicably handled complaints.



 ${\bf 6}$  – the average daily number of consultations concerning the provision of electronic communications services.

In 2021, RRT investigated 375 requests or complaints (jointly to be referred to as 'complaints') from the applicants and provided written consultations regarding the provision of electronic communications services. 320 complaints were received from natural persons (users) and 55 complaints were lodged by legal persons.

Most of the questions and disagreements concerned the provision of mobile voice communications services (237 applications) (Table 4).

	Table 4. All complaints	by types of electron	nic communications	services in 2021 <sup>4</sup>
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Type of service	Unit
Mobile voice communications services	237
Television services	84
Internet access services (fixed communications)	65
Internet access services (mobile communications)	47
Fixed voice communications services	1

The majority of complaints received in 2021 concerned the circumstances related to the termination of the service provision agreements (including the consequences of termination) and justification of the charges for services (Table 5).

Table 5. Grounds for complaints in 2021<sup>5</sup>, units

Reasons	Units
Regarding payment for services	105
Regarding agreement termination consequences (penalties, losses, etc.)	83
Regarding quality of services	54
Regarding termination of agreement	49
Regarding the provision of digital content services; quality of equipment; personal data protection, etc.	43
Regarding amendment of agreement conditions	35
Regarding the agreement execution	19
Regarding international roaming services	11
Regarding credit limit (financial thresholds)	5
Regarding telephone number portability	4

In 194 cases (52%) the complaints were resolved amicably (the service provider reached an agreement with the service user), in other 157 cases (48%) the circumstances of the complaint were assessed. In 6 cases, the non-compliance with legal acts regulating the provision of electronic communications services was established and service providers were provided with methodological assistance. In 18 cases, RRT referred the complaints received (or part of the issues raised therein) to other institutions within their competence (State Consumer Rights Protection Authority, State Data Protection Inspectorate, etc.). The average duration of the handling of the complaint is 16 working days.

<sup>&</sup>lt;sup>4</sup> The complaints could have contained the queries regarding several electronic communications services.

<sup>&</sup>lt;sup>5</sup> The complaint could have contained several grounds for complaint.

When carrying out the prevention of the breaches of the end users' rights and legitimate interests and where recurrent inquiries were received, RRT provided additional consultations (including via the free of charge help line 8 800 20 030) and recommendations to the electronic communications service users.

The average daily number of consultations concerning the provision of electronic communications services was 6. As many as 459 inquiries on electronic communications services were replied by e-mail.

#### 10.3. INVESTIGATION OF REQUESTS (COMPLAINTS) FROM POSTAL SERVICE USERS



268 - the number of handled complaints from postal service users (twice the amount of 2020).

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

In 2021, RRT investigated 268 complaints from the postal service users (twice the amount of 2020), of which 251 were received from natural persons and 17 from legal persons.

In 2021, most of the complaints concerned the quality of postal services and circumstances related to compensation for damage (Table 6).

Table 6. G	Frounds for	postal com	plaints in	2021, units
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45 - the number of amicably resolved complaints.

Reasons	Units
Regarding quality of services	120
Regarding claim for damage	119
Regarding payments for service	19
Regarding the return of postal items	13
Other	16

45 complaints were resolved amicably, in 5 cases a failure to comply with the requirements of legal acts, which is supervised by RRT, was identified and methodological assistance was provided to service providers, in 22 cases RRT forwarded the complaint to other authorities for investigation within their competence. The average duration of the handling of the complaint concerning postal services is 16 working days.

RRT, focusing 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, and consulted them over the phone and by email. During the consultations it sought to identify the issues and help find the ways to resolve them.

RRT provided the postal service users with the consultations over the phone (including via the help line 8 800 20 030) and by e-mail. The average daily number of consultations concerning the provision of postal services was 5. As many as 317 inquiries on postal services were replied by e-mail.
# **10.4. OUT-OF-COURT DISPUTE RESOLUTION**

To restore the balance of violated interest, the parties may resolve the dispute in several ways; one of them is the so-called alternative dispute settlement.

Pursuant to the Law on Consumer Protection of the Republic of Lithuania (hereinafter the 'LCP'), the Law on Electronic Communications of the Republic of Lithuania (hereinafter the 'LEC'), the Postal Law of the Republic of Lithuania (hereinafter the 'Postal Law'), RRT resolves the disputes between the end-service users 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.

# 10.4.1. RESOLUTION OF DISPUTES BETWEEN END USERS AND ELECTRONIC COMMUNICATIONS SERVICE PROVIDERS

62 - the number of resolved disputes regarding electronic communications services.

63% of disputes referred to RRT were resolved in favour of the service user.

In 2021, 62 disputes were resolved between the end users and electronic communications service providers. Of 75 received requests, 11 disputes were forwarded to 2022. 10 requests were rejected according to the procedure laid down in legal acts. Most of the resolved requests (68%) were lodged by natural persons who used electronic communications services for personal, family or household needs.

In 2021, the average duration for RRT to resolve the disputes regarding the electronic communications services was 41 days (legal acts provide for a period of 90 days to resolve a dispute and adopt a decision).

Table 7 provides the breakdown of disputes **by electronic communications services**<sup>6</sup>. In 2021, the end users were mainly (36%) addressing RRT regarding mobile telephone services.

Table 7.	Complaints by typ	es of electronic	communications	services in 202	1, units
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Type of services	Units
Regarding fixed voice communications services	1
Regarding mobile voice communications services	42
Regarding internet access services (fixed communications)	12
Regarding internet access services (mobile communications)	6
Regarding television services	13

Table 8 provides the breakdown of disputes **by the nature of disputes**<sup>7</sup>. Almost a half (45%) of requests to resolve the dispute were related to the consequences of the termination of the electronic communications service provision agreements (penalties, losses, etc.).

<sup>&</sup>lt;sup>6</sup> Some requests indicated several electronic communications services.

<sup>&</sup>lt;sup>7</sup> Some requests contained several grounds for applying.

#### Table 8. Disputes by nature in 2021, units

Type of services	Units
Regarding amendment of agreement conditions	3
Regarding payments for electronic communications services	21
Regarding termination of agreement	4
Regarding agreement termination consequences (penalties, losses,	39
etc.)	
Regarding claim for damage	3
Other	12

**Decisions** on the disputes regarding electronic communications services are provided in Table 9<sup>8</sup>. It must be noted that over a half (63%) of the disputes between the end users and electronic communications service providers that were referred to RRT were resolved in favour of the service user (the requests were upheld, fully or in part, and disputes were resolved amicably).

## Table 9. Decisions of the resolution of disputes in 2021, units

Decisions	Units
Claim upheld fully or in part	14
Dispute resolved amicably	31
Dispute was not upheld	22
Dispute unresolved (except for disputes resolved amicably)	1
Proceedings of dispute resolution terminated (except for a conciliation	4
agreement)	

## **REGARDING THE DEBITING OF MONEY FOR SUPPORT**

The user approached the electronic communications service (hereinafter the 'services') provider regarding the invoice for services provided which exceeded the actual amount by EUR 5.00. The service provider explained that the amount was higher because the user called speed dial number 1408 (hereinafter the 'support number') and donated EUR 5.00. The user indicated that he did not call that number; instead, he copied the electricity meter readings from the switchboard located in the stairwell of multi-apartment building (5 digits: 14080) which he entered into his mobile phone and saved by pressing the handset. The user did not consent to the payment for support and indicated that he did not deliberately do that and requested RRT to oblige the service provider to correct the payable amount referred to in the invoice for services by excluding the amount for support.

RRT stated that the service provider, by assigning the support number for the provision of the higher tariff service, did not ensure that this service was provided only when the support number was dialled (i.e. four digits) and enabled the users calling the support number by dialling additional digits, therefore, it did not act in good faith and reasonably vis-à-vis the user. The user's requirement to correct the payable amount referred to in the invoice for services, by excluding the amount of EUR 5.00 for support, was upheld.

<sup>&</sup>lt;sup>8</sup> There were complex decisions.

# 10.4.2. RESOLUTION OF DISPUTES BETWEEN CONSUMERS AND POSTAL SERVICE PROVIDERS

31 - the number of disputes regarding postal service.

62% of RRT's decisions concerning the postal service were adopted in favour of the service provider.

In 2021, RRT examined 31 disputes between the users and postal service providers. 5 requests were rejected in compliance with the procedure laid down in legal acts. 75% of requests were lodged by natural persons who used postal services for personal, family or household needs, and the remaining part was filed by legal persons.

In 2021, the average term for RRT to resolve the disputes regarding the postal service was 48 days (legal acts provide for a period of 90 days to resolve a dispute and adopt a decision).

Table 10 provides the breakdown of disputes concerning the postal service **by services**. More than a half – 65% – of disputes arose out of the provision of the universal postal service.

#### Table 10. Disputes by services in 2021, units

Type of services	Units
Universal postal service	19
Other postal service	10

Table 11 provides the breakdown of disputes by the nature of disputes. In 2021, 97% of requests to resolve the dispute required the compensation for damage in relation to lost or damaged postal items.

#### Table 11. Disputes by nature in 2021, units

Nature of dispute	Units
Regarding claim for damage	30
Regarding quality of services	1

Table 12 presents the **decisions** on the disputes concerning the postal service<sup>9</sup>. In 2021, 62% of the decisions concerning the postal service were resolved in favour of the service provider.

#### Table 12. Decisions of the resolution of disputes in 2021, units

Decisions	Units
Claim upheld fully or in part	2
Dispute resolved amicably	5

<sup>9</sup> There were complex decisions.

Claim was not upheld	23
Dispute unresolved (except for disputes resolved amicably)	1
Proceedings of dispute resolution were terminated (except for a conciliation	6
agreement)	

### **REGARDING DAMAGE COMPENSATION**

The user requested the postal service provider to compensate EUR 160.00 of repair expenses for the damaged postal item – a bicycle. The provider admitted that the damage to the external package of the postal item was recorded in the distribution terminal; it reasoned its refusal to uphold the user's claim by the fact that the postal item was not properly packed. RRT determined that the section 'Possible cause of damage' of the Package Damage (Check) Statement did not contain the cause: improper/insufficient packing. The provider's website indicates that large dimension packages must be submitted on pallets but it does not specify what is considered a large dimension package, although the provider referred to the postal item in question as to the large dimension item and specified that the pallet was a required element of the bicycle package.

RRT also determined that according to the provider's rules on the delivery of postal items, the provider does not deliver the improperly packed postal items. RRT stated that the postal item was delivered to the user and when the Package Damage (Check) Statement was completed it was not determined that the postal item was improperly packed. Moreover, RRT determined that the user accepted the postal item but he did not sign that he received it. The signature section of the delivery statement contains only the courier's signature, therefore, RRT stated that the provider did not prove that the user did not have claims regarding the damage of the postal item at the time of the delivery of the postal item. Having assessed that the user approached the provider regarding claim for damage by timely submitting the documents referred to in the provider's rules on the delivery of postal items and that the claimed amount did not exceed the maximum amount of losses compensated by the provider, RRT **upheld the user's claim**.

In 2021, the overview of out-of-court dispute resolution for 2020-2021 was drafted (hereinafter – the 'overview') and published on the RRT website<sup>10</sup>. The overview discusses the statistics of disputes, results of the decisions, grounds for disputes, dynamics of disputes, issues of disputes, examples of disputes, and the COVID-19 pandemic situation (impact of the pandemic on the number and grounds of disputes). To increase the number of amicably resolved disputes and find the measures to reduce the number of unreasonable requests, the overview presents the proposals for the enforcement of respective measures.

# **10.5. SUPERVISION OF INTERNATIONAL ROAMING SERVICES**

RRT is responsible for the supervision of Regulation (EU) No 531/2012 (hereinafter the 'Regulation') and Regulation (EU) 2015/2120 (jointly to be referred to in this section as the 'EC Regulations'). The Regulation has established that as of 15 June 2017 the international roaming service providers, when providing the services in the EU and European Economic Area 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').

<sup>&</sup>lt;sup>10</sup> https://www.rrt.lt/telefono-rysys-internetas-tv/vartotoju-teisiu-apsauga/kaip-pateikti-ginca/

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



RRT determined that not all payments plans were applied the 'roam like at home' pricing or regulated roaming pricing.

In 2021, RRT received 1 request from the service provider for the application of an additional charge for international roaming services in the EU and European Economic Area (EU//EEA) countries taking into account the assessed justified projected losses. After RRT had verified in details the submitted information and had assessed the justified projected amount of losses, it set the maximum subcharges allowed to the service providers for a period of 12 months (Table 13). The service providers themselves decide on whether to apply additional charges, and on a specific amount of such charges, without exceeding the set maximum allowable level.

#### Table 13. Maximum additional charges allowed by RRT

	Allowable maximum additional retail roaming charge between 15 June 2021 and 14 June 2022
	UAB Teledema
Calls (calling)	1.30 ct/min.
Calls (answering)	1.30 ct/min.
SMS	Not applicable
Data transmission	1.64 EUR/GB

Notes. Charges excluding VAT.

\* These maximum additional charges were approved by RRT taking in account the terms and conditions of the provision of services referred to in the operator's request which were applied to the calculation of potential 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.

RRT established that only one Lithuanian operator – UAB Teledema – can apply the maximum surcharges for roaming services between 15 June 2021 and 14 June 2022. The service users of all other operators travelling in other EU/EEA countries will pay for the services at the 'roam like at home' pricing tariffs.

When monitoring the implementation of the EC Regulations, several cases of a failure to comply with the requirements were detected in 2021: not all payment plans were applied the "roam like at home" pricing or the regulated roaming pricing, the unfair use monitoring period when being abroad was shorter in the case of some users. Under the rules of fair use policy, if the operator notices that the roaming service user uses the roaming services abroad for over 4 months, the monitoring of the use of services begins. If the violations are detected, the user is warned. If the user continues to actively use the roaming services abroad, the higher tariffs are applied to him. All violations detected by RRT were immediately eliminated by the service providers.

# **10.6. ASSURANCE OF THE QUALITY OF COMMUNICATIONS SERVICES**

# 10.6.1. LIST OF UNDERTAKINGS ENGAGED IN ELECTRONIC COMMUNICATIONS ACTIVITIES

Paragraph 5 of the Specification of the General Conditions for Engaging in Electronic Communications Activities lays down the following 4 categories of electronic communications activities the commencement whereof must be notified by the persons to RRT:

1. public fixed communications network used to provide public fixed telephone services and/or provision of public fixed telephone services;

2. public mobile communications network used to provide 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 electric transmission communications line systems;

4. provision of public satellite communications network and/or public satellite communications services.

In 2021, public fixed communications services were provided by 63 (in 2020 - 60) undertakings, and public mobile telephone services were provided by 53 undertakings (in 2020 - 48). 12 economic operators were engaged in satellite communications activities, 5 economic operators notified of the provision of electronic communications services by means of electric transmission line systems.

In 2021, 24 new notifications of the launched electronic communications activities were received (in 2020 – 17).

Ten economic operators were excluded from the list of undertakings engaged in electronic communications services and/or network providers (in 2020 - 2). Pursuant to the provisions of the Description of General Conditions for Engaging in Electronic Communications Activities, economic operators are excluded from the list of electronic communications services and/or network providers if they, having submitted the notification of the commencement of the activity, failed to launch electronic communications activities referred to in the notification for over a year.

# 10.6.2. 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 (LEC):

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 information on subscribers to public telephone services.

Disabled users must be provided with an opportunity to use universal services as well.

The survey conducted in 2021 demonstrated that the payphones were used by 1% of the respondents only.

In 2021, RRT invited that public electronic communications service providers to express their wish to provide universal electronic communications services without the compensation. No intentions were received.

RRT, having assessed the decreasing use of payphone services, obliged Telia Lietuva, AB to ensure that the number of access points of payphone and/or other publicly accessible public telephone services is at least 99 in the Republic of Lithuania in 2021 (there were 213 units in 2020).

In 2021, UAB Spinter Tyrimai, at the request of RRT, conducted the survey on the needs of universal electronic communications service users. The survey involved 1,010 respondents, of which 50% live in the cities, and the rest of them live in rural areas. The survey results showed that 91% of respondents were using mobile telephone services and the major part of the respondents was satisfied with the services provided (85%). The survey demonstrated that the payphone services were used by 1% of the respondents once or twice a year. The main reason for refraining to use the payphone services was that the respondents were using the mobile communications services which was available everywhere. After the change of the legal basis, the obligation to provide the payphone services is no longer imposed, and the survey results confirm that the cancellation of this obligation will not have a negative effect.

# 10.6.3. ASSURANCE OF THE INTEGRITY OF PUBLIC COMMUNICATIONS NETWORKS

According to the LEC, public communications network providers must implement the appropriate technical and organizational measures necessary to ensure the integrity of their networks so that a continuous delivery of electronic communications services on these networks shall be ensured. The LEC also 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 (hereinafter the 'provider') shall immediately notify RRT of this breach of integrity.



8 – the number of reports received on public communications network integrity breaches.
 None of the breaches complied with the criteria included in the List of Criteria of Emergencies.

In 2021, RRT received 8 reports on public communications network integrity breaches (Table 14). It received 2 reports on the breaches in the fixed communications networks, 4 – on the breaches in the mobile communications networks, 2 – regarding the disruptions and interruption of national television broadcasting.

Table 14. Reports on breaches of integrity of public communications networks in 2021

Types of public communications network integrity breaches	Number of reports on breaches	Number of end users affected by breaches of integrity
Breaking of a cable, repair	3	62,000
Netware faults	5	1,000,000

In 2021, none of the breaches of integrity of public communications networks complied with the requirements for the duration of emergencies set out in the List of Criteria of Emergencies approved by Resolution No 241 of the Government of the Republic of Lithuania of 9 March 2006 'On the approval of the List of Criteria of Emergencies', where the Office of the Government of the Republic of Lithuania, the Fire and Rescue Department under the Ministry of the Interior, the State Security Department and the National Cyber Security Centre under the Ministry of National Defence must be notified of those breaches of integrity.

It must be noted that one report on the breach of integrity of public communications networks specified that the majority of end users was affected. The duration of this breach was 1 hour and 13 minutes – during this time speed dial calls and value-added calls originated by 90% of end users were unsuccessful. Calls to mobile numbers were also affected: 1% of all calls originated during the breach failed.

The reports of providers on breaches of integrity and additional information provided by providers to RRT every 3 months, also additional assessment of the measurements of the quality of public communications networks conducted by RRT during the regular monitoring lead to the conclusion that the capacities of public communications networks were sufficient in 2021 (despite 1 said larger-scale breach of integrity of public communications networks). The number of faults detected in the networks did not exceed the number recorded in the previous years; the recorded faults were promptly eliminated, and the scale of the breaches of integrity of public communications networks did not cause emergencies which require additional actions and/or notification of other institutions according to the procedure laid down in legal acts.

# 10.6.4. MEASUREMENTS OF THE QUALITY OF ELECTRONIC COMMUNICATIONS SERVICES

## 10.6.4.1. Quality of Public Mobile Telecommunication Services

In 2021, RRT conducted test measurements of mobile telephone service quality indicators in the networks of UAB Bite Lietuva, Telia Lietuva, AB and UAB Tele2. 11,700 test voice telephony (VT) calls were made, 11,700 text messages (SMS) were sent.

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



Fig. 17 Average voice telephony call setup time, s



# Fig. 18 Average values of voice telephony transmission quality (broadband assessment P.863-SWB 'POLQA' scores)



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

Fig. 19 Average SMS delivery time, s

# 10.6.4.2. The Quality of Mobile Internet Access Services

In 2021, RRT modified the mobile Internet access service quality monitoring system by moving it to ArcGIS platform and expanded the provision of measured parameters. RRT is ready for the provision of services via 5G technology networks and it has the required equipment in place to perform the measurements and provide the measurement results via the publicly available website **https://matavimai.rrt.lt** – wireless Internet access monitoring system. Currently, the users can see the service quality measurements, such as data download speed, data upload speed and data package delay.

In 2021, there were 63.2 thousand data download tests, 64.4 thousand data upload tests and 57.3 thousand delay tests performed in the networks of UAB Bité Lietuva, Telia Lietuva, AB, UAB Tele2 operators as well as by means of UAB Mezon wireless Internet access service. The measuring equipment was installed in RRT office car, and the measurements were carried out in most of the cities and on main roads of Lithuania.

The Internet access quality indicator values are provided below (Fig. 20, 21, 22).



# Fig. 20 Average data download speed rate in the cities and on the roads, in mobile internet access networks, 2020-2021, Mb/s

Note: the automatic network selection mode was used when performing measurements.



Fig. 21 Average data upload speed rate in the cities and on the roads, in wireless internet access networks, 2021, Mb/s



Fig. 22 Average delay in the cities and on the roads, in wireless internet access networks, 2021, ms

## 10.6.4.3. Internet Access Speed Rate Measuring System 'matuok.lt'

RRT manages the Internet access speed rate measuring system **http://matuok.lt**/. By using this tool, the users are able to assess the speed rate of the Internet access provided, accumulate and analyse the measurement results on their own.

In 2021, the users of Internet access speed rate measuring system conducted over **532** thousand measurements in total, i.e. **1,460** measurements per day on average. According to the user measurement data, the average data receipt speed rate measured in 2021 was **52.6 Mb/s**, and the average data upstream speed rate was **44,6 Mb/s**, whereas delay and jitter average values were **33 ms** and **31 ms**.



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 measurement system has a 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 values. 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*.

# 10.6.4.4. Evaluation of Mobile Communications Services in Lithuanian Rural Areas

To assess the assurance of the quality of service in more remote rural areas, RRT specialists conducted specific measurements of mobile telephone service quality and wireless Internet access service quality in Kupiškis, Lazdijai and Skuodas District Municipalities on local roads in May, June and July 2021.

The measurement results showed that the data transmission speed rate in more remote areas was lower than the average in Lithuania, but it was of a sufficient level to ensure the basic needs for the use of the Internet access service (Fig. 23). The telephone service quality in districts is basically equal to the average quality in Lithuania if the coverage is sufficient but more interrupted calls were detected. If the provision of service is not interrupted, all operators ensure the similar quality of mobile telephone services in their networks within the territory of Lithuania.



Fig. 23 Data transmission speed rate (Mb/s) in Kupiškis, Lazdijai and Skuodas District Municipalities

## 10.6.5. POSTAL SERVICE

## 10.6.5.1. Supervision 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 till 31 December 2026. The universal postal service provider's postal network must comply with the requirements of the characteristics of the universal postal service provider's postal network (hereinafter – the 'Characteristics'). RRT supervises the compliance with the established Characteristics.

The number of points of access to universal postal service went down by **309**. The decrease was affected by the development of a mobile postman service.

On 15 October 2020, the Characteristics were updated: the definitions of stationary, non-stationary, agreed points of access to service were defined, the requirements for the postal network layout were updated.

In 2021, RRT performed a periodic assessment of the compliance of the postal network managed by AB Lietuvos Paštas with the Characteristics. During the assessment of the postal network managed by AB Lietuvos Paštas, it was established that the number of universal postal service (UPS) access points went down from 2,148 to 1,839 in 2021, compared to 2020, i.e. by 14.4%: the number of UPS access points, excluding the public mail boxes (PMB) decreased from 699 to 614, i.e. by 12.2%, and the number of PMB shrank from 1,449 to 1,225, i.e. by 15.5%.

The main changes: the decrease of PMB due to the gradually declining need of physical sending of letters and development of the mobile postman (MP) in rural areas, where such services are provided by mobile postmen instead of stationary UPS access points (the number of stationary UPS access points went down from 473 to 251, i.e. by 46.9%, and the number of non-stationary UPS access points went up from 226 to 363, i.e. by 60.6%).

**Result.** The assessment led to certain minor non-conformities to the requirements for the universal postal service access points established in the Characteristics the majority of which AB Lietuvos Paštas undertook to eliminate in 2022.

# 10.6.5.2 Implementation of the EU Regulation on Cross-Border Parcel Delivery Services

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 in this section the 'Regulation') and monitors how the parcel delivery service providers fulfil their obligations provided for in the regulation.

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

In 2021, RRT identified 12 postal service providers whose activity of the provision of postal service falls within the scope of supervision of the Regulation.

RRT, having assessed the compliance of the cross-border tariffs of the delivery service providers with the requirements of the Regulation, submitted the information to the European Commission. 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.* 

In 2021, RRT collected data on the cross-border parcel delivery market for 2020. The collected data revealed that the Lithuanian users received more (by 5.8 times) parcels from foreign countries or sent the items to Lithuania than they sent from Lithuania to other countries.

# 10.6.5.3. Tariffs and Cost Accounting of Universal Postal Services



In 2021, RRT assessed the tariffs of cross-border parcels applied by universal postal service provider AB Lietuvos Paštas based on the obligations of the Regulation on cross-border parcels.



In 2021, RRT approved new maximum tariffs for the universal postal service provided by AB Lietuvos Paštas.



In 2021, RRT assessed whether the requests of AB Lietuvos Paštas to compensate the losses from the service of delivery of periodical publications to subscribers in rural areas had any grounds.

The audit of AB Lietuvos Paštas cost accounting system used in 2020 was carried out.

In 2021, RRT assessed the tariffs of universal postal service parcels sent by AB Lietuvos Paštas to the EU/EEA countries according to the provisions of Regulation (EU) 2018/644. Based on the filter developed by the European Commission, RRT analysed the tariffs of 1 kg, 2 kg and 5 kg universal postal service ordinary parcels sent to 7 EU/EEA countries (Belgium, Iceland, Malta, Norway, Portugal, Finland and Sweden). When drafting the final report to the European Commission on the tariffs selected for the assessment in 2021, RRT took into account the results of the parcel tariff assessments carried out by RRT in 2019 and 2020, as the said tariffs were thoroughly assessed by RRT based on the criteria set out in Article 6 of the Regulation in 2019 and 2020.

**Result.** RRT drafted the finding of the assessment of the cross-border universal postal service parcel tariffs: there are no grounds to consider that the postal parcel tariffs of AB Lietuvos Paštas are unreasonably high. The report on the assessment carried out by RRT was submitted to the European Commission.

In 2021, RRT received the request from AB Lietuvos Paštas regarding the change (increase) of the maximum universal postal service tariffs.

**Result.** RRT, having analysed the information provided with the request of AB Lietuvos Paštas and other available data, approved the internal universal postal service maximum tariffs which were higher by 10% on average,

except for the tariffs of insured items of correspondence and insured postal parcels which went down, accordingly, by 53% and 43%, and maximum tariffs of cross-border outgoing items of correspondence which were higher by 14% on average, also the maximum tariffs of cross-border outgoing postal parcels (the share of processing in Lithuania) which were lower by 40% on average. New maximum tariffs of the universal postal service came into force on 1 January 2022.

The accounting and control company UAB Auditas carried out the cost audit of the universal postal service provider AB Lietuvos Paštas for 2020 at the request of RRT.

**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 2020 as well as analytical annexes thereto were compliant with the requirements of legal acts. The audit finding contains the opinion with regard to the fact that AB Lietuvos Paštas does not have the methodology to determine the drivers used to distribute the costs, and internal control procedures are insufficient to ensure the reliability of statistics related to the volumes of services. The audit conclusion is published on the RRT website<sup>11</sup>.

In 2021, RRT received the requests of AB Lietuvos Paštas to compensate the losses from the provision of the delivery service of periodical publications to the subscribers of rural areas incurred in 2020 and in the first half of 2021. The losses for 2020 calculated by AB Lietuvos Paštas accounted for EUR 7.07 million, and for EUR 3.46 million for the first half of 2021.

**Result**. RRT analysed the information provided together with the request of AB Lietuvos Paštas and other available data and determined that 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 2020 and first half of 2021 were to be considered justified. The conclusions of the analysis were submitted to the Ministry of Transport and Communications of the Republic of Lithuania by RRT.

# **10.7. SUPERVISION OF EQUIPMENT**

# 10.7.1. SUPERVISION OF THE MARKET OF RADIO EQUIPMENT AND ELECTRIC AND ELECTRONIC APPARATUS

RRT carries out the supervision of conformity of radio equipment in the Republic of Lithuania to the mandatory requirements laid down in the Technical Regulation on Radio Equipment (hereinafter the 'Radio Equipment Regulation') as well as supervision of the compliance of electric 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 (hereinafter the 'EMC Regulation').



The compliance of **30** types of radio equipment and **30** types of electrical and electronic apparatus with the requirements set in the Radio Equipment Regulation and EMC Regulation was verified.



**16** types of radio equipment and **14** types of electrical and electronic apparatus were withdrawn from the market.

<sup>&</sup>lt;sup>11</sup> https://www.rrt.lt/wp-content/uploads/2021/12/2021-LP-audito-isvada-2021.12.08.pdf

30 types of radio equipment and 30 types of electrical and electronic apparatus (an equipment or apparatus of each type) were taken from the market to perform tests and establish the compliance with the essential requirements of the Radio Equipment Regulation and EMC Regulation. The tests showed that 9 types complied with the essential requirements of the Radio Equipment Regulation and 21 types of radio equipment failed to comply with such requirements. 23 types complied with the essential requirements of the Radio Equipment the essential requirements of the EMC Regulation, and 7 types of equipment were found non-compliant. In 2021, 8 types of radio equipment (toy radio station, remotely controlled toys) and 12 types of electrical and electronic apparatus (LED lamps, microwaves) were withdrawn from the market. Apparatus of two types (USB hubs) and equipment of 8 types (radio microphones and microphone systems, and remotely controlled toys) will be withdrawn from the market in Q1 2022.

In 2021, there was a requirement to withdraw radio equipment of 16 types and electrical and electronic apparatus of 14 types from the market.

The data on verified and non-compliant radio equipment and electrical and electronic apparatus was entered into the exchange database ICSMS. In 2021, the reports of the EU countries (Austria, Poland, Germany, Spain, Latvia, Luxembourg, Portugal) from the exchange database ICSMS were received concerning certain types of radio equipment and electrical and electronic apparatus which were not compliant with the essential requirements of Directive 2014/53/EU (Radio Equipment Regulation) and/or Directive 2014/30/EU (EMC Regulation). Via search such equipment and apparatus were not found in the Republic of Lithuania.

In 2021, the data of customs declarations on radio equipment and electrical and electronic apparatus imported to the Republic of Lithuania received from the database of the Customs Department under the Ministry of Finance of the Republic of Lithuania was analysed (a total of 2778 declarations). There was no need to perform specific inspections as the majority was imported to satisfy personal needs. RRT checks the equipment and apparatus placed on the market by economic operators only. No reports on radio equipment or electrical and electronic apparatus imported to the country without the CE marking or EU conformity declarations were received.

**Participation in market surveillance campaigns organised by EU countries.** In 2021, 3 market surveillance campaigns organised by the EU countries were visited.

The report on the 11th PMR/PMR446 campaign during which 10 types of the radio stations for personal needs (PMR) were verified was drafted. 2 types were fully compliant with the requirements of the Radio Equipment Regulation, 4 types were subject to minor irregularities, 4 types of radio stations did not comply with the marking requirements and were withdrawn from the market.

The 13th EU market surveillance campaign MSC-EMC-13 was organised based on the EMC Directive (2014/30/EU) during which RRT verified the compliance of 8 types of microwaves with the essential and formal (administrative) requirements. 3 types of microwaves were found non-compliant with the EU fundamental requirements for electromagnetic compatibility. **The economic operator** was required **to ensure the compliance with such requirements and withdraw the device from the market.** 

The 14th EU market surveillance campaign MSC-EMC-14 was organised based on the EMC Directive (2014/30/EU) during which RRT verified the compliance of 8 types of USB hubs taken from the market with the

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essential and formal (administrative) requirements. Having performed the tests, 1 type of radio equipment was 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.

**Report to the European Commission.** The report on the implementation of the provisions of Directive 2014/53/EU in the field of the radio equipment market surveillance was drafted and submitted to the European Commission as planned. The report contains data on the radio equipment market surveillance activities performed by RRT between 1 June 2019 and 31 May 2021.

Assessment of the compliance of electrical and electronic apparatus and radio equipment taken from the market. 60 types of electrical and electronic apparatus and radio equipment taken from the market were tested. Having performed 152 tests of electromagnetic compatibility and effective radio spectrum use, it was established that electric and electronic apparatus and radio equipment of 28 types were non-compliant with the essential requirements for electromagnetic compatibility and effective.

**Compliance of radio equipment taken from the market with the fundamental requirements.** In 2021, RRT, as part of the supervision of the market of radio equipment and in order to assess if radio equipment placed on the market comply with the essential requirements for effective use of radio spectrum and electromagnetic compatibility, carried out 79 tests under the harmonised standards of accreditation. **30** types of radio equipment were tested. It was determined that 21 types of radio equipment taken from the market did not meet the fundamental requirements of Directive 2014/53/EU<sup>12</sup> or Technical Regulation on Radiocommunication Equipment. **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.

It was determined that short range equipment (remotely controlled toys), PMR446 radio stations, wireless microphones were not compliant with the essential requirements. The main parameter of non-compliance was 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<sup>13</sup> 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 2021, RRT, as part of the supervision of the market of electrical or electronic apparatus under the LEC, carried out 73 accredited tests under harmonised standards in order to assess if electrical or electronic apparatus on the market complied with the essential requirements of electromagnetic compatibility. A total of 31 electrical or electronic apparatus of 30 types were tested. It was determined that 7 types of electrical or electronic apparatus taken from the market did not meet the fundamental requirements of Directive 2014/30/EU<sup>14</sup> or EMC Regulation. **Trading** of those apparatus as non-compliant with the fundamental requirements **was suspended** until the required level of electromagnetic compatibility was reached.

It was determined that lighting equipment (LED lamps), USB hubs and microwaves were not compliant with the essential requirements. The main parameter of non-compliance was conducted disturbances, mains harmonics distortions and non-conformity of electromagnetic radiation emitted by apparatus to the requirements laid down in

<sup>&</sup>lt;sup>12</sup> Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC.

<sup>&</sup>lt;sup>14</sup> Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to electromagnetic compatibility (recast) (OJ 2014 L 96, p. 79).

harmonised EN standards. The making available of these apparatus on the market<sup>15</sup> has been suspended until the deficiencies are eliminated.

**Technical expertise of apparatus.** At the requests of the Lithuanian Police or State Border Guard Service, in 2021, the expertise of 29 types of radio equipment and radio jammers was conducted. Having performed the tests and determined that the equipment was a radio jammer, its owners were issued with the administrative offence protocols and the jammers were destroyed. Based on Article 464 of the Code of Administrative Offences, 17 administrative offences were investigated, fines for the use of radio jamming devices were imposed. RRT dismantled the devices seized by the police officers and handed the waste over to the specialised manager of electrical and electronic waste.

# 10.7.2. THE ACTIVITIES OF RRT IN ENSURING FREE MOVEMENT AND PLACING OF EQUIPMENT ON THE MARKET

The Accredited Equipment and Device EMS Control Division of RRT conducted the assessment of the compliance of electrical and electronic apparatus placed on the EU market for the first time (i.e. domestic appliances, lighting equipment, industrial, scientific, medical electrical and electronic equipment, also space satellites), of radio equipment and vehicles based on the agreements with the economic operators (manufacturers, authorised representatives, importers and distributors).

**585** – the number of tests for electromagnetic compatibility, radiated emissions, immunity and effective use of radio spectrum.

Assessment of the compliance of electrical and electronic apparatus and radio equipment placed on the EU market. Tested electrical and electronic apparatus of 120 types, radio equipment and vehicles (132 pcs. in total) were placed on the market. After 585 tests of electromagnetic compatibility, radiated emissions, immunity and effective use of radio spectrum were performed, it was determined that 18 types of apparatus or radio equipment were not compliant with the fundamental requirements for electromagnetic compatibility and effective use of radio spectrum.

The Accredited Equipment and Device EMS Control Department of RRT conducted the assessment of the compliance<sup>16</sup> of electrical and electronic apparatus (i.e. domestic appliances, lighting equipment, industrial, scientific, medical electrical and electronic equipment, also space satellites), radio equipment and vehicles placed on the EEU market for the first time based on the agreements with the economic operators (manufacturers, authorised representatives, importers and distributors).

<sup>&</sup>lt;sup>15</sup> Making available on the market means any supply of radio equipment for distribution and or use on the EU market in the course of a commercial activity, whether in return for payment or free of charge.

<sup>&</sup>lt;sup>16</sup> Equipment shall comply with the fundamental requirements laid down in Directive 2014/30/EU on the harmonisation of the laws of the Member States relating to electromagnetic compatibility (recast) (OJ 2014 L 96, p. 79) and 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).

Prior to placing on the market, 482 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 **91** types (102 pcs. in total) were tested. It was determined that 10 types of electrical or electronic apparatus and 4 medical devices placed on the market did not meet the fundamental requirements of Directive 2014/30/EU<sup>17</sup> or Directive 93/42/EEC<sup>18</sup> on medical devices or EMC Regulation. This way the placement on the market of devices non-compliant with such fundamental requirements was prevented and the users were protected against devices of poor-quality emitting harmful electromagnetic interferences.

95 accredited tests under harmonised standards of radio equipment newly placed on the market were performed. **25** types of radio equipment were tested. It was determined that 4 types of new radio equipment placed on the market did not meet the fundamental requirements of Directive 2014/53/EU<sup>19</sup> or Technical Regulation on Radiocommunication Equipment.

In 2021, the compliance of vehicles of **4** types was tested with the electromagnetic compatibility requirements of UN ECE R.10<sup>20</sup>.

The devices among the ones non-compliant with the essential requirements included lighting equipment, scientific equipment, various medical devices and radio equipment or domestic appliances. The main non-compliance parameters: conducted disturbances, mains harmonics distortions and non-conformity of electromagnetic radiation emitted by apparatus to the requirements laid down in 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<sup>21</sup> until the required level of electromagnetic compatibility is reached.

Based on the agreements with the Finnish market surveillance administration TUKES, RRT carried out the assessment of compliance of electrical and electronic apparatus of 18 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 2022 as well.

<sup>&</sup>lt;sup>17</sup> Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to electromagnetic compatibility (recast) (OJ 2014 L 96, p. 79).

<sup>&</sup>lt;sup>18</sup> Directive 93/42/EEC of the Council of 14 June 1993 concerning medical devices (OJ 1993 L169, p. 1).

<sup>&</sup>lt;sup>19</sup> Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC.

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

### **10.8. SUPERVISION OF TRUST SERVICES**

Trust services mean the services of creation of electronic signature, electronic seal and certificate of website authentication, creation of electronic time stamp, validation of electronic signature and electronic seal, preservation of electronic signature and 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.

5 – the number of qualified trust services of different types out of 9 possible services were provided by qualified trust service providers established and supervised in Lithuania – this is the largest range of services provided in one country in the entire region of Northern Europe and Baltic countries.

85% – the increase in the scope of qualified electronic time stamp creation services.

23 – the increase in the number of verifications of qualified electronic signatures and qualified certificates for electronic seals over 2021.

**22** – the increase in the number of users of remote learning system <u>https://mokykis.elektroninisparasas.lt</u> over 2021.

The international conference 'DigiT Baltic 2021' was held.

In 2021, RRT assessed three qualified trust service providers – Identity Documents Personalisation Centre under the Ministry of the Interior (IDPC), PE Centre of Registers (CR), UAB BalTstamp – and compliance of qualified trust services they provide with the requirements established in the eIDAS Regulation, Law of the Republic of Lithuania on Electronic Identification and Trust Services for Electronic Transactions (EAEOPUP!) and orders of the director of RRT. Having examined the compliance assessment reports and business documents, RRT provided its comments. After the changes in the processes of service providers' activities were made, RRT confirmed that services of creation of qualified certificates for electronic signatures provided by IDPC, services of creation of qualified certificates may seal and of qualified electronic time stamps provided by UAB BalTstamp were compliant with the requirements set out in the eIDAS Regulation, EAEOPUP! and their implementing legal acts.

In 2021, RRT also assessed the amendments to the provision of qualified trust services: UAB BalTstamp concerning the creation of qualified electronic time stamps, UAB Dokobit regarding validation services for qualified electronic signatures and validation services for qualified electronic seals. RRT confirmed said amendments to the provision of services for service providers which adjusted performance processes under RRT's comments as compliant with the requirements of the eIDAS Regulation and other legal acts regulating such services.

When carrying out the supervision of qualified trust service providers, RRT was also 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 of the electronic signature creation devices distributed by such providers, evaluated the experience of other EU

countries and drafted proposals regarding the update of information to be submitted to the list of qualified electronic signature creation devices drafted and maintained by the European Commission.

Having summarised the data of 2021 received from IDPC and CR on issued valid qualified certificates for electronic signature, it is clear that, compared to 2020, the total number of valid qualified certificates issued and created by the Lithuanian service providers decreased by 4.3% in 2021: at the end of 2020 there were 660,451 valid qualified certificates, at the end of 2021 – 631,879. The number of qualified certificates for electronic signature issued by IDPC went down by 4.8% (from 613,419 certificates at the end of 2020 to 584,252 certificates at the end of 2021) but the number of certificates issued by CR increased by 1.3% (at the end of 2020 there were 47,032 certificates, in 2020 - 47,627 certificates).

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 26.7% in 2021 (at the end of 2020 there were 2,122,822 valid certificates, and at the end of 2021 there were 2,689,495 valid certificates), since majority of Lithuanian residents were using qualified certificates for electronic signature created by Estonian company SK ID Solutions<sup>22</sup> 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 40.7% in 2021 (at the end of 2020 there were 1,462,371 certificates, at the end of 2020 – 2,057,616): a total of 382,730 certificates were issued with SIM cards (at the end of 2020 – 322,605), and Smart-ID users were issued 1,674,886 qualified certificates (at the end of 2020 – 1,139,766). At the end of 2021, the major share of the market 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 the eIDAS Regulation, however, the supervision of this service provider is carried out by the Estonian supervision authority<sup>23</sup> and RRT is unable to apply the supervisory actions to this service provider.

Although the number of qualified certificates for electronic signature created by Lithuanian service providers decreased in 2021, the 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 85% in 2021. The services of creation of qualified electronic time stamps were provided by 2 service providers in Lithuania: CR and UAB BalTstamp. In 2021, a total of 170,121,942 qualified electronic time stamps were created (in 2020 – 91,980,297). CR created 128,842,651 qualified electronic time stamps (in 2020 – 65,825,297), and UAB BalTstamp created 41,279,291 (in 2020 – 26,155,000) qualified electronic time stamps.

The total number of qualified certificates for electronic signature issued by CR increased sevenfold: at the end of 2021 there were 14 qualified certificates for electronic seal and in 2020 - 2 certificates. It is likely that electronic seals will become more and more attractive to the companies which need to confirm their transactions online with an increasing significance of digital transactions and its use will only go up.

The number of verifications of qualified certificates for electronic signature and qualified certificates for electronic seal carried out by UAB Dokobit grew more than 23 times (in 2020 - 27,410 verifications, in 2021 - 647,763 verifications).

In 2020, at the request of RRT, the funds of the project 'Connected Lithuania: Effective, Safe and Responsible Digital Society in Lithuania' were used to modernize the website *www.elektroninisparasas.lt*, functionality of the tool

<sup>&</sup>lt;sup>22</sup> This provider distributes qualified certificates for electronic signature together with SIM cards and Smart-ID application.

<sup>&</sup>lt;sup>23</sup> Information System Authority (RIA).

for verification of certificates and time stamps *https://tikrinti.elektroninisparasas.lt* was increased, and the content of electronic signature remote training information system *https://mokykis.elektroninisparasas.lt*. was renewed. The updated website and its tools became more attractive to its users, the relevant information was better accessible, therefore, in 2021, the number of users of the website tools increased significantly. The number of users of verification tools increased by 1,5 times (in 2020 – 1,433, in 2021 – 2,086), and the number of users of remote training system *https://mokykis.elektroninisparasas.lt* increased over 22 times (in 2020 – 49, in 2021 – 1,080 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.

RRT and association INFOBALT organised a virtual event to the market participants on 'eIDAS Regulation: electronic signature and other tools for process digitalisation' to make public various trust service tools for digital operations and to share the best practices for their use to meet the business needs. Together with association INOFBALT, the international conference 'DigiT Baltic 2021' on digital transformation was held for the first time; during the conference the tools provided by the eIDAS Regulation were presented to the representatives of the business and public sector of the Baltic region as well as innovative, digital solutions to ensure reliability and security of operations. The aim is to make this event a tradition to help different countries address the challenges related to digitalisation processes and analyse the issues of the regulation of digital solutions at the EU level.

RRT aims at finding a solution which would help to partly automate the supervision of trust service providers. During a series of GovTech challenges organised by the Agency for Science, Innovation and Technology, RRT raised a challenge 'How to innovatively perform the supervision of trust service providers?' which was handled by the team of UAB Novian Systems that came up with a concept which would help to automate the trust service provider supervision processes. It is planned to acquire the tool in 2022.

RRT provided 119 consultations to natural and legal persons by phone, email and in writing with regard to the use of electronic signature, creation of electronic time stamps and other issues related to trust services, handled 2 complaints regarding the activities of trust service providers.

## **10.9. SAFER INTERNET**

## 10.9.1. INTERNET HOTLINE 'CLEAN INTERNET'

The objective of the RRT Internet hotline 'Clean Internet' is to accept the reports of the Internet users who encountered child sexual abuse material, violence or cyberbullying, pornography, distribution of narcotic substances, racism and xenophobia, other illegal or harmful content on the Internet, to promptly investigate them and, if the information received turned out to be correct, approach the service provider and/or forward them to the competent authorities in Lithuania or RRT partners abroad so that illegal or harmful content is removed from the Internet as soon as possible.



**3,558** – the number of reports on illegal or harmful content on the Internet in 2021. This has been the largest number of reports since the establishment of the internet hotline.



**10** – the number of providers of electronic information hosting service which joined the **Memorandum** on Clean Internet Environment.

In 2021, the internet hotline 'Clean Internet' managed by RRT received the record number of reports on illegal and harmful content or on information having a negative effect on minors detected on the Internet. The internet users sent 3,558 reports (Fig. 24) to the hotline *www.švarusinternetas.lt*, i.e. by 2.6 times more reports than in 2020.



Fig. 24 The statistics of reports to the Internet hotline received in 2017–2021, pcs.

Most of the reports concerned the child sexual abuse images on the Internet – a total of 1,731 reports (1,551 reports were repetitive, i.e. on the same content that had already been reported and respective actions had been taken, therefore, no additional actions were taken with respect to those reports).

In 2021, the following steps were taken with regard to 380 reports, as the indicated content was indeed illegal or harmful or having a negative effect on minors:

- 108 reports on child sexual abuse images were forwarded to foreign hotlines, members of international internet hotline association INHOPE.
- 161 reports were forwarded to internet service providers of different countries, including Lithuania, website owners, social media managers with the NTD (*Notice and Take Down*) mark regarding the illegal internet content contained on their websites or networks by requesting to take it down as soon as possible.
- 80 reports were forwarded to the Police Department for further investigation, as the suspected illegal content was detected in the Lithuanian service stations. 72 reports were related to the child sexual abuse images.
- 31 reports, having suspected the information with a negative effect on minors, were forwarded to the Office of the Inspector of Journalist Ethics for further investigation.

The received reports included 125 reports on bullying and violence in cyberspace. In 37 cases the information turned out to be correct and respective actions were taken to take the content down as soon as possible.

RRT focuses on the strengthening of the cooperation with the Lithuanian providers of electronic information hosting services.



Since 2020, RRT has been seeking to involve as many hosting service providers as possible by inviting them to join the *Memorandum on Clean Internet Environment*. Currently, 10 hosting service providers have joined the Memorandum.

To reinforce the internet hotline activities and to ensure even cleaner internet environment in Lithuania, RRT set a goal to adapt artificial intelligence which would help looking for the illegal or harmful content on the Internet. During a series of idea challenges organised by GobTech Lab, the Agency for Science Innovation and Technology, when tackling the challenge raised by RRT 'How to identify the prohibited online content by automated means?', an automatic search tool was

completed in 2021. The tool searches for the illegal or harmful online content (child sexual abuse material, pornography) in the Lithuanian IP address space and, having detected it, notifies RRT internet hotline 'Clean Internet'. It is planned to start the use of this tool for the search of illegal or harmful online content in 2022.

# 10.9.2. HARMFUL ONLINE CONTENT FILTERING TOOLS

As part of the implementation of the functions assigned by Article 7(4) of the Republic of Lithuania Law on the Protection of Minors Against the Detrimental Effect of Public Information and in compliance with the Description of the Procedure for the Use of Mandatory Filtering Tools at Public Computer Network (Internet) Access Points, RRT supervises how the persons providing access to public computer networks (internet) (educational establishments for minors, public libraries, etc.) ensure the deployment and functioning of filtering tools of harmful online content with a negative effect on minors approved by RRT (hereinafter 'approved filtering tools') to protect the minors against a possibility to encounter harmful content when browsing online.

**4** – the number of filtering tools approved by RRT.

RRT consults the service providers over the selection, deployment and use of approved filtering tools, prompts the service providers to submit the non-approved filtering tools to RRT for approval and, at its own initiative, approves new filtering tools and re-approves previously approved filtering tools on a regular basis.

RRT has approved in total 10 filtering tools<sup>24</sup>, 4 measures were approved in 2021.

<sup>&</sup>lt;sup>24</sup> A list of filtering tools approved by RRT is published on the web page <u>https://www.rrt.lt/saugesnis-internetas/turinio-filtravimo-priemones/.</u>

Since 2019, RRT has annually conducted surveys<sup>25</sup> on the use of filtering tools in educational establishments, public libraries where internet access points (IT classrooms, library reading rooms) may be visited by minors who are allowed to browse online. The survey results showed that 56% of respondent bodies were using approved filtering tools in 2021 (Fig. 25).

The annual growth of the use of approved filtering tools in the institutions shows that the efforts of RRT in terms of cooperation with the educational establishments and libraries, consultations, publication of recommendations on the websites *www.rrt.lt* and *www.esaugumas.lt* on the deployment, selection and use of Internet content filtering tools, also assessment and approval of Internet content filtering tools give positive results and encourage the service providers to use them.

RRT provides recommendations for the minors' parents as well – it draws attention to how to select the reliable and efficient internet content filtering tools and use them in the home devices.





### 10.9.3. MARKING OF COMPUTER GAMES

Two inspections of economic operators were performed as part of the supervision of the Description of the Procedure for Labelling and/or Dissemination of Public Information Having Negative Effect to the Development of Minors<sup>26</sup>.

The markings of 1,052 games of 4 types of personal computers (*Microsoft Xbox, Sony Playstation, Nintendo Switch*, PC) were checked. The markings of all checked computer games were found compliant with the requirements of legal acts.

<sup>&</sup>lt;sup>25</sup> Overviews of the results of surveys 2020-2021 and information on accredited filtering measures are published on the web page <u>https://www.rrt.lt/saugesnis-internetas/turinio-filtravimo-priemones/</u>.

<sup>&</sup>lt;sup>26</sup> Approved by Order No 1121 of the Government of the Republic of Lithuania of 21 July 2010 'On the approval of the description of the procedure for labelling and dissemination of public information having negative effect to the development of minors'. The supervision of the requirements set out in Chapter VI 'Marking of computer games' of this description is carried out.

# 11. PROMOTION OF INVESTMENTS AND DEVELOPMENT OF ADVANCED ICT TECHNOLOGY

# **11.1 RADIO FREQUENCY (CHANNEL) DEVELOPMENT PLANS AND AUCTIONS**



RRT repeatedly launched public consultations on the plan for the radio communications development in the 470-790 MHz radio frequency band.

The auction granting the right to use radio frequencies (channels) from the 713-733 MHz and 768-788 MHz radio frequency bands was announced.

RRT temporarily allocated free resources from the 700 MHz and 3.6 GHz radio frequency bands to Telia Lietuva, AB so that it tests the operation of 5G in practice.



In 2021, the active preparation for the use of radio frequency bands in 5G networks was carried out. To take account of the comments of all stakeholders, RRT held three public consultations over the draft amendment to the plan for the radio communications development in the 470-790 MHz radio frequency band<sup>27</sup> (on 30 April, 1 July and 4 October).

On 25 October 2021, RRT announced the auction granting the right to use radio frequencies (channels) from the 713-733 MHz and 768-788 MHz frequency bands. By means of these radio frequencies (channels), the next generation 5G mobile networks will be deployed in the territory of the Republic of Lithuania and 5G electronic communications services will be provided. The electronic service users will be provided with the possibility to use radiocommunication in the Internet

of Things, application of process robotisation and artificial intelligence. In 2022, the auction winners will be announced in Lithuania and they will launch the development of commercial 5G networks in the dedicated bands.

The drafting of the Plan for the Radio Communications Development in the 3400-3800 MHz Radio Frequency Band was continued in 2021, the discussions were held with the operators regarding the specificity of this plan, various calculations of electromagnetic compatibility were performed. It must be noted that the terms and conditions of the use of this radio frequency band with the Russian Federation have not been addressed yet – the terms andconditions suggested by the Russian Federation are not acceptable to Lithuania as they would fully restrict the development of 5G networks in this range. RRT, having analysed the feasibility of compatibility of satellite Earth

<sup>&</sup>lt;sup>27</sup> The document was approved by Order No 1V-957 of the Director of RRT of 21 October 2021.

stations operating in the 3.6 GHz radio frequency band and planned for the use in the Kaliningrad Region with the 5G terrestrial networks 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)<sup>28</sup> in the terms and conditions for the deployment of 5G networks and will announce the auction for this radio frequency band. To maintain the equal rights of access to this radio spectrum for both parties, this issue is being addressed at an international (ITU) level. 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 ITU Radiocommunication Regulation or deploy fixed communications 5G networks.

The Plan for the Radio Communications Development in the 24.25-27.50 GHz Radio Frequency Band was approved in 2020. RRT plans to 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. However, there have been no indications of this demand yet.

In 2021, all Lithuanian operators were actively preparing for a smoother deployment of 5G technology in Lithuania. 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, temporarily allocated free radio frequencies from the 700MHz and 3.6 GHz radio frequency bands to this operator for experimental use for non-commercial purposes<sup>29</sup>. When operators commenced the tests of 5G base stations, RRT was calculating the coverage of base stations. At the end of 2021, the first 5G-NR radio station operating for non-testing purposes was registered.

In 2021, the neighbouring countries and operators using the 2300-2400 MHz and 3400- 3800 MHz radio frequency bands were consulted regarding the modification of valid coordination agreements. The proposal from the Latvian communications administration was received proposing to review the terms and conditions of the use of stations operating in the 3400-3800 MHz radio frequency band in the border section taking into account the 5G systems and new recast of ECC<sup>30</sup> recommendation (15)01.

In 2021, having approved a new recast of the Republic of Lithuania Law on Electronic Communications, the ICT development related to the provision of the next generation electronic communications network and/or electronic communications services shall not be isolated from the verification of equipment installed by telecommunication operators and their partners that must comply with the national security interests. RRT have already handed over the lists of equipment used by three major mobile operators to the Commission for Coordination of the Protection of Objects of Importance to Ensuring National Security and received the findings of that Commission. The findings of the Commission are confidential.

## **11.2. DEVELOPMENT OF MOBILE RADIOCOMMUNICATION NETWORKS**



A new registration system 'Inventory 3D' was launched to register base stations.

<sup>&</sup>lt;sup>28</sup> International Telecommunication Union

<sup>&</sup>lt;sup>29</sup>Legal acts governing radiocommunication in Lithuania provide for an opportunity to allocate free radio frequencies to the operators for the purposes of experimental non-commercial use prior to announcing the auction winners.
<sup>30</sup> Electronic Communications Committee

In 2021, GSM, UMTS, LTE, 5G NR and WiMAX network operators of public mobile radiocommunication systems registered 1,104 base stations (1,271 base stations were deregistered). At the end of 2021, a total of 20, 608 base stations were used.

In 2021, a new registration system 'Inventory 3D' was launched to register base stations which allowed to record the actually operating base stations and promptly register new base stations, deregister base stations which were switched off and no longer used by the operators. Compared to 2020, in 2021, the total number of registered base stations went down by 167 stations. The decrease was caused by the significant decline of the number of UMTS base stations in the 2100 MHz radio frequency band – 1,175 base stations were de-registered. The steepest growth was observed in the number of LTE base stations – it went up by 7.8%. The growth of public mobile radio network base stations in 2017-2021 is presented in Fig. 26.



Fig. 26 The dynamics of public mobile radio network base stations in 2017-2021, units

In 2021, 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 new FDD (Frequency Division Duplex) LTE base stations: 334 – in the 2100 MHz frequency band, 248 – in the 2600 MHz frequency band, 201 – in the 1800 MHz frequency band, 84 – in the 800 MHz frequency band. 17 TDD (Time Division Duplex) LTE base stations were registered in the 2600 MHz frequency band.

The first four 5G NR base stations were registered in the 2300 MHz and 3500 MHz frequency bands. Moreover, based on the licences for deployment of mobile networks for the experimental non-commercial use, 299 5G NR base stations were registered in the 700 MHz frequency band and 118 5G NR base stations were registered in the 3700 MHz frequency band to test RAN equipment. LTE technology further remains the key technology which is used to provide mobile radiocommunication services to the Lithuanian residents.

In 2021, the public NEXEDGE narrow-band digital radiocommunication network operating in the territory of Lithuania, except for Panevéžys County, was developed. The operator was issued 7 new licences to establish public radiocommunication networks of narrow-band core (trunk) systems in the territories of individual municipalities of Lithuania by allowing for the improvement of the quality and coverage of the communications. At the end of 2021, 88 base stations operating in this network were registered.

In 2021, 13 licences for the use of radio frequencies for aeronautics mobile service terrestrial stations and 2 licences for the use of radio frequencies for maritime mobile service shore stations were issued.

In 2021, 69 licences for the use of radio frequencies for experimental purposes were issued, of which 45 licences for the use of radio frequencies (channels) of broadcasting purpose to transmit audio of public events in case of emergencies, 21 licences for testing 5G technology, 1 licence for testing maritime mobile service radio equipment, 1 licence for testing automotive equipment serving as radars, and 1 licence for testing unmanned aircraft radiocommunication systems when conducting pollution measurement flights over the Baltic Sea. automobilinių įrenginių

In 2021, RRT conducted the calculations of GSM (2G), UMTS (3G) and LTE (4G) probable coverage zones of UAB Bite Lietuva, Telia Lietuva, AB and UAB Tele2 and updated the probable coverage zone maps published on the website *https://www.rrt.lt/judriojo-rysio-tinklu-tiketinos-aprepties-zonos/*. The coverage zones are provided based on different levels of an electromagnetic signal starting with the minimum signal enabling initialisation of the communication link in an open location and at a level which ensures communications inside the buildings. The calculation results showed that the radio networks of all three mobile operators were covering the territory of Lithuania equally well (Table 15).

	Probable coverage of GSM networks			Probable	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	91.2	66.9	99.7	97.9	83.7	97.8	76.3	44.6
Telia Lietuva, AB	99.5	96	76.8	99.8	98	84.3	99	78.8	48.6
UAB Tele2	99.5	95.6	76.1	99.9	98.5	84.7	98.7	80.6	49.8

Table 15. Probable coverage of GSM, UMTS and LTE networks, % of the territory of the Republic of Lithuania

The coverage zones are provided based on different levels of an electromagnetic signal starting with the minimum signal enabling initialisation of the communication link in an open location and at a level which ensures communications inside the buildings.

In 2021, RRT conducted the calculations of LTE (4G) network theoretical speed zones of UAB Bité Lietuva, Telia Lietuva, AB and UAB Tele2 and published the probable speed zone maps on the website *https://www.rrt.lt/judriojo-rysio-tinklu-teoriniai-spartos-skaiciavimai/.* Theoretical calculations of data download speed in LTE network were performed based on the uniform methods applied to the data of all operators. The calculations aim at comparing the probable data download speed in operators' LTE networks at the network load of 10% and 50%.

# **11.3. RADIO AND DIGITAL TELEVISION**



The digital terrestrial television frequencies were changed in Vilnius, Klaipėda and Biržai districts.



# TAURAGĖJE, TELŠIUOSE IR LAUKUVOJE (ŠILALĖS R.) **KEIČIAMI TELEVIZIJOS DAŽNIAI**



In May-June 2021, the radio frequencies (channels) were changed in 18 digital terrestrial television stations: 16 stations of the first television network of AB Lietuvos Radijo ir Televizijos Centras (LRTC1) and 2 broadcasting stations of local and regional broadcasters. Television frequencies were changed to free up the 700 MHz radio frequency band which will be used for the mobile communications services, including 5G technology.

Radio frequency (channel) changes affected around 60% of Lithuanian residents, whereas in terms of LRTC1 network viewers only, 46% of the population were affected (Fig. 27). To ensure the smooth transformation, RRT informed the users of digital terrestrial television services on the planned course of the radio frequency

(channel) changes and necessary actions in advance, and arranged the free of charge consultation line.

In Lithuania, the reallocation of terrestrial television broadcasting frequencies was carried out for the second time - the first time, radio frequencies (channels) were reallocated in 2013 to free up the 800 MHz radio frequency band (790-862 MHz). In terms of the first reallocation and the number of applications, it must be concluded that the reallocation of 2021 caused fewer challenges to the population. It is likely that this was a result of better skills of the use of technical equipment, upgraded digital terrestrial television reception systems, and better conditions for the reception of digital terrestrial television signals. Following theoretical assessments, it was determined that after the changes in radio frequencies (channels) in 2021, the number of people able to receive television programmes broadcast via LRTC1 network (LNK, TV6, BTV, TV3, Info IV, 2TV, TV1, TV8, Lietuvos rytas.tv, Current Time, Delfi TV) increased by 0,9 pp (from 97.2 to 98.1%).



Fig. 27 Territory where radio frequencies (channels) of LRTC1 network (blue) and local programme transmission stations (pink) were changed in 2021

In 2021, RRT provided analytical assistance to the providers of digital terrestrial television services, which were looking for options to improve the coverages of digital terrestrial television networks and stations for optimal investments by carrying out the calculations of the impact of various possible solutions on the coverage of networks and stations and proposing the most feasible alternatives of the development implementation. Although the plans to improve the LRTC1 network reception conditions were postponed by AB Lietuvos Radijo ir Televizijos Centras, a small-scale development in own network was performed by an active participant in local and regional television programme broadcasting market - PE regional TV Aidas. This company, having received RRT's permit to use the digital terrestrial television radio station on 28 September 2021, launched a new channel 46 (674 MHz) transmitter in Kedainiai which it started to use in a synchronous mode with the stations in Ukmerge and Panevezys operating with the same radio frequency (channel) to transmit TV programmes Pūkas-TV and BM TV. Moreover, on 30 June 2021, RRT granted PE regional television Aidas the right to use channel 37 (602 MHz) in Vilnius region. The procedure for the allocation of this channel took 8 months, as when the application for the allocation of TV channel 37 was published on 30 October 2020, one more applicant wishing to use it applied. Since television channel 37 could not have been assigned to both applicants, the public tender for granting this right was to be held: the public tender conditions were drafted and submitted for the public consultation, the proposals and comments from the market participants were analysed and assessed. Nevertheless, prior to the publication of the improved version of the public tender conditions for the repeated public consultation, the second applicant withdrew its application, therefore, in the absence of other applicants, television channel 37 was assigned to the person who directly requested the channel. PE regional television Aidas is planning to use television channel 37 in the digital terrestrial television network consisting of 4 stations. Based on the conditions set out by RRT, PE regional television Aidas must establish this network and start providing the television programme transmission services after 1 year following the date of the permit to use the TV channel in the digital terrestrial television network, i.e. by 30 June 2022.

Unfortunately, in recent years there have been participants in terrestrial television transmission market which terminated their activities of terrestrial television signal transmission or decided to refrain from starting such activities even if they were granted the right to use radio frequencies (channels) necessary for such activities. As of 1 December 2021, at the request of UAB Balticum TV the permit to use television channel 40 in Plungė which was the last channel used to transmit encoded (pay-TV) television programme in Lithuania was cancelled. On 27 April 2021, UAB Bitė Lietuva withdrew the metric (VHF) range radio frequencies (channels) assigned in 2018 which were planned for the use in the national-coverage digital terrestrial television network.

At the end of 2021, after the said changes, 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 and the network of PE Lithuanian National Radio and Television).

At the end of 2021, 12 national coverage terrestrial radio networks consisting of 226 VHF radio stations were operating; local and regional radio programmes were broadcast via 96 additional stations. In 2021, 3 radio broadcasting stations operating at new radio frequencies assigned to PE Lithuanian National Radio and Television were launched in Alytus and Lazdijai. The terms and conditions for the use of 3 radio frequencies were amended, which improved the performance of respective radio programme reception or of these radio stations in Vilnius, Kaunas and Klaipėda.

In 2021, RRT assigned 44 radio frequencies (channels) from the 87.5-108 MHz radio frequency band for the experimental non-commercial use to satisfy the need for the use of radio frequencies (channels) for the purpose of broadcasting during the public events when the sound is transmitted to car radios.

### **11.4. FIXED RADIOCOMMUNICATION**

Fixed communications is the data transmission via electromagnetic waves between two geographically fixed points. Usually, these points are connected by lines designated to establish a radio communication between fixed, accurately set stations. Such lines are called radio relay links (RRL).

At the turn of the communication generations – from 4G to 5G – the Lithuanian operators were more and more frequently using wider 56 MHz or even 112 MHz radio frequency channels in 2021; the transmission capacity of such RRLs is up to 1Gb/s. Compared to 2020, the use of 56 MHz and wider channels increased by 63%. Where the requests to assign the 28 MHz radio frequency channels dominated in the previous years, half of such requests were related to 56 MHz and wider channels in the reporting year. By means of wider channels, the operators may ensure better connection for their mobile users.

In 2021, based on the operators' requests to assign the frequencies for fixed service stations, 75 orders for assigning radio frequencies (channels) of the director of RRT were drafted and the terms and conditions for the use of radio frequencies were established for 1,702 fixed service stations. At the end of 2021, around 9,800 radiorelay lines were operating in Lithuania.

Operators were provided with a simplified procedure to register radiocommunication transmission systems of frequency over 40 GHz. The electronic registration of RRL stations able to operate in the 74.625-75.875 and 84.625-85.875 GHz radio frequency bands is available on RRT website; it streamlines the procedures for the entry into operation of such RRLs as the radio frequency users do not need to obtain an individual permit, the registration

of such RRLs is enough. It has been observed that the operators are using this system and they registered 43 RRLs operating at radio frequencies higher than 40 GHz over the year.

In 2021, 66 enquiries concerning the coordination<sup>31</sup> of 1,748 stations of fixed service were received from the neighbouring countries. A total of 1,748 fixed service radio stations were coordinated in the neighbouring countries (Fig. 28).



#### Fig. 28 Breakdown of coordinated radio stations by countries

# **11.5. SATELLITE SERVICE**

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In 2021, RRT further cooperated with the Lithuanian satellite communications operators UAB Nanoavionika and AB Space Union regarding the coordination of satellite systems.

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RRT, having performed the compatibility calculations with the radiocommunication systems operating in Lithuania and neighbouring countries, issued a licence to the company Starlink which provides the broadband satellite internet in remote areas.

RRT changed the List of Radio Frequencies (Channels) which may be used without a separate licence and set the maximum allowable radiated power of 60 dBW for the Earth stations. The changes facilitated the deployment of new systems in the 14-14.25 GHz and 29.5-30 GHz frequency bands.



RRT refused to coordinate the Earth stations operating in the 3.6-3.8 GHz and 6 GHz frequency bands located in Kaliningrad Region. The underlying reason is not to limit the use of terrestrial systems operating in Lithuania.

In 2021, RRT examined 19 International Frequency Register circulars of satellite 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. The newly published satellite system parameters show that the projects have been rapidly developed in the low-Earth orbit (500-1,000 km), the number of satellites used in the networks has been increasing and more satellite systems are planned in the terrestrial mobile communications frequency bands.

<sup>&</sup>lt;sup>31</sup> The coordination of radio station electromagnetic compatibility conducted among the neighbouring countries is performed based on the mutual agreements or international regulation to protect the users of the Lithuanian fixed service against the harmful interference from other countries. All newly built fixed service radiocommunication stations are coordinated with the neighbouring countries and are notified to the ITU Master International Frequency Register in accordance with the rules established by ITU.

In 2021, RRT further cooperated with the Lithuanian satellite communications operators UAB Nanoavionika and AB Space Union by carrying out the international coordination of satellite systems. UAB Nanoavionika was allocated the unplanned orbital resources for new satellite system LTU-SSU1 which will operate in the 401-402 MHz and 2 GHz frequency bands and it will use new space stations, where the altitude of orbits is 420-650 km and the tilt is 42-98 degrees. IT was submitted the application of satellite system LTU-SSU1 which was published in the International Frequency Information Circular and coordination requests were received from 46 countries. The coordination of satellite system LTU-DLX1 and Earth stations NALT-01 (LTU-UHF1) was completed and they were included in the Master International Frequency Register. Four satellites were placed into orbit and launched in the systems of UAB Nanoavionika.

In 2021, RRT, when setting restraints, coordinated the Estonian Earth station operating in the 6875.90-7052.54 MHz and 5091.00-5249.02 MHz frequency bands.

Lithuania refused to coordinate the Earth stations operating in the 3.6-3.8 GHz and 6 GHz frequency bands located in Kaliningrad Region in order not to limit the use of terrestrial systems operating in Lithuania and proposed to agree on the establishment of the conditions for the shared use of frequencies. RRT received the consents from the Russian communications administration for the use of three Earth stations in the 14.25-14.5 GHz band and a consent from the Belarussian communications administration to use one station in the 28 GHz band.

To ensure a more effective and transparent regulation of the provision of services via the satellite systems, RRT amended the IList of Rradio Ffrequencies (Channels) which may be used without a separate authorisation and set the maximum allowable radiated power of 60 dBW for the Earth stations (previously 55.3 dBW), thus facilitating the deployment of new systems in the 14-14.25 GHz and 29.5-30 GHz frequency bands.

Taking account of the market needs, RRT decided to allocate a part of Ka band spectrum for the use of the Earth stations on mobile platform (ESOMP) operating on fixed service networks and using directional antennas. The first step when setting the specific conditions for the use of ESOMP is the international coordination. The neighbouring countries were sent the requests regarding the use of ESOMP in the 27.5-27.8285 GHz, 28.4445-28.8365 GHz and 29.4525-29.5 GHz bands without the additional coordination; the consents from the Latvian and Polish communications administrations were received.

On 3 December 2021, the USA space technology company SpaceX launched the satellite internet Starlink services in Lithuania. This process involved the RRT radiocommunication department team which, having assessed the electromagnetic compatibility and international coordination procedures, issued the licences to the division of SpaceX for the use of radio frequencies (channels) to provide the broadband satellite internet services. The Starlink service users may expect the 100-150 Mb/s data transmission speed rate in the near future.

## **11.6. RADIO AMATEURS. USERS OF SHIPS AND AIRCRAFT STATIONS**

In 2021, RRT issued 200 permits: 159 licenses to engage in radio amateur activities, and 41 licences for the use of radio call signs (Fig. 29). Also 11 harmonised radio amateur examinations certificates were issued. The qualification exams for radio amateurs held by RRT were passed and licences for engagement in radio amateur activities received by 22 new radio amateurs.

In 2021, RRT issued 235 licences for the use of aircraft stations and 270 licences for the use of ship stations (Fig. 29). RRT further improved the system notifying the ship and aircraft station users of the expiry of licences via email by shortening the term for sending the notice prior to the expiry to 30 days.





#### Fig. 29 Licences issued by RRT.

## **11.7. RADIO SPECTRUM MONITORING**

140 – the number of places where mobile spectrum monitoring was carried out.
1,456 – the number of measurements of radio frequency deviations and 1,457 measurements of radio frequency modulation power were performed.

The radio spectrum monitoring was performed within the entire territory of the Republic of Lithuania by means of both stationary and mobile monitoring measures. The mobile spectrum monitoring was performed in 140 towns, settlements and other locations (129 visits were organised), and the stationary spectrum monitoring was performed in Kaunas, Klaipėda, Panevėžys, Šiauliai and Vilnius radio monitoring stations. The following violations were detected: the equipment emitting radio waves was used without a necessary licence and non-registered stations were used without the mandatory registration.

The focus was placed on the measurements of the parameters of radio and television broadcasting stations. 1,456 measurements of frequency deviations and 1,457 measurements of radio frequency modulation power were performed. 20 irregularities in terms of the conditions for the use of radio frequencies (channels) were identified. The parameters of the signals of terrestrial digital television broadcasting stations were measured during the scheduled inspections only or upon the installation of a new station. A total of 121 measurements were carried out. All measured parameters of television signals were compliant with the set values. In 2021, the measurements of the electromagnetic field strength and parameters of signals emitted by various radio equipment were regularly performed, the mobile network parameter measurement equipment was analysed as well as the methodology for the measurement of field strengths generated by mobile communications networks. In order to master the control of communication tools operating by means of new technologies, the experimental measurements were performed to determine the coverage of 5G stations and strengths of electromagnetic fields generated by the stations. The achieved results were compared with the results of theoretical calculations. This process is continuous.

RRT continued the participation in the international project of the monitoring of short waves (4-30 MHz) and carried out the automated monitoring of the spectrum occupancy. The results of the spectrum occupancy monitoring are provided to the Working Group FM22 'Monitoring and Performance' of the European Conference of Postal and

Telecommunications Administrations (CEPT) and they are used when performing the more effective allocation of short-wave radio frequencies at a global level.

### **11.8. INSPECTION OF RADIOCOMMUNICATION NETWORKS AND STATIONS**

In 2021, a total of 135 scheduled inspections of internal radiocommunication networks and 25 scheduled inspections of radio and television broadcasting stations were carried out. 9 new internal radiocommunication, 8 new radio broadcasting stations and 1 television broadcasting station were inspected. As many as 9 violations of the terms and conditions of use of radio frequencies (channels) were established. The following violations were detected: inappropriate antenna installation (4), unauthorised location for equipping the station (2), non-compliance of signal parameters with the set standards (2), the transmitter's effective radiated power not corresponding to the terms of use of radio frequencies (channels) (1). All irregularities and/or violations of the conditions for the use of radio frequencies (channels) that were identified were eliminated. A ratio of the inspected radiocommunication networks and broadcasting stations which complied with the set requirements to the ones which were non-compliant is presented in Fig. 30.





### **11.9. ELIMINATION OF RADIO INTERFERENCE**

In 2021, RRT examined 274 complaints (requests) concerning radio interferences lodged by natural and legal persons. Most of the complaints concerned the radio interference to mobile base stations and terminal equipment (131), of which 28 cases were related to interference caused by mobile network repeaters. Another part consisted of complaints concerning radio interference to reception of television programmes (81); it turned out that 50.6% of failures were caused by the malfunction of the user's reception equipment or its improper use. In 2019, 45.9% of such cases were established, in 2020 – 45.5%. The breakdown of received complaints (requests) concerning radio interference is illustrated in Fig. 31.



### Fig. 31 Handled complaints (requests) concerning radio interference by nature

Having analysed all received complaints, it was established that in most of the cases interference was caused by equipment failures (Table 16).

### Table 16. Table of complaint (request) examinations

Grounds for complaints (requests)	Pcs.
Equipment failure	86
The cause disappeared on its own	81
Radio interference	71
The cause was not identified	17
Disruption of the broadcast	10
Ungrounded complaint	7
Insufficient electromagnetic field strength at a signal reception point	2
In total:	274

It must be noted that actual radio interference, as a cause of failures, was confirmed only in 1/4 of cases. The most frequent sources of radio waves that led to interference were as follows: public mobile network repeaters, short range radiocommunication equipment and active television programme reception antennas.

# 11.10. MANAGEMENT OF OTHER RESOURCES

# 11.10.1. MANAGEMENT OF TELEPHONE NUMBERS

In 2021, RRT continued the supervision of the National Numbering Plan and assigned telephone numbers (Table 17).

#### Table 17. The summary of the telephone numbers issued and revoked in 2021

Designation of numbers	Numbers assigned	Right revoked (numbers withdrawn)	Total number of numbers assigned since 2001
Short numbers 10XX	1	1	20
Short numbers 18XX	6	8	88
Short numbers 19XXX	2	4	52
Short numbers 116 XXX	0	0	3
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Numbers of public fixed communications services	27335	25499	965 007
Numbers of public mobile communications services	183666	10000	8407315
Service numbers 7XX XXXXX, 8XXXXXXX and 9XXXXXXX	1519	5140	163 573

## 11.10.2. INTERNET ADDRESSES

RRT has been authorised to grant authorisations regarding the use of the state name of Lithuania before the top-level domain '.lt'.

In 2021, RRT issued 37 authorisations (see Fig. 32) granting the persons the right to use the name of Lithuania in the second level domain name before the top-level domain '.lt' (in 2019 - 44).

In 2021, RRT revoked 12 authorisations granting applicants the right to use the name of Lithuania in the second level domain name before the top-level domain '.lt'.



Fig. 32 Statistics of the authorisations for the use of the top-level domain '.lt' integration into the eu and international regulatory space and efficient activities of RRT

66	21	93	4	464
Working groups of international organisations (WG)	Chairs of WG, project promoters	Positions drafted	International projects	International events

In 2021, RRT representatives participated in the activities of 66 working groups of international organisations, chaired 21 working groups or drew up the draft documents for them. RRT experts drafted 93 international positions, took part in the implementation of 4 international projects. In 2021, most of the events were held remotely due to the COVID-19 pandemic; a total of 464 international events (meetings, discussions, seminars) were attended.

International organisations represented by RRT			
ITU	ITU	ITU	
EC Committees and Working Groups	EC Committees and Working Groups	EC Committees and Working Groups	

BEREC	BEREC	BEREC
EaPeReg	EaPeReg	EaPeReg
Nordic-Baltic Regulators Group	Nordic-Baltic Regulators Group	Nordic-Baltic Regulators Group
FESA	FESA	FESA

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 Regulators 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

NATO CIVIL-MILITARY - NATO Civil-Military Co-operation Group

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

## **12.1. INTERNATIONAL ORGANISATIONS**

#### 12.1.1. INTERNATIONAL TELECOMMUNICATION UNION (ITU)

In 2021, the International Telecommunication Union (ITU) encountered a number of challenges: due to the pandemic the World Telecommunication Standardization Assembly (WTSA-20) which was to be held in India in 2020 was postponed for the second time, and the World Telecommunication Development Conference (WTDC-21) which was to be held in Ethiopia in November 2021 was postponed for over half a year. These are two the most significant ITU events out of four and both of them were rescheduled to 2022. Importantly, the Plenipotentiary Conference (PP-22) will be held in Bucharest, Romania, between 26 September and 14 October 2022, thus, 2022 will be a very intense year for the ITU community. Taking this into account, RRT representatives participated in the process of the preparation for all essential ITU conferences.



Due to the pandemic, two most significant ITU conferences out of four were postponed to 2022. In 2022, three main ITU events will be held, including the Plenipotentiary Conference.



An RRT representative was assigned a member of an advisory board of the women's network NoW4WTDC from the European region.

There was an active participation in the activities of ITU telecommunication development sector (ITU-D). The RRT representative, as the coordinator of the European preparation for the most significant WTDC-21 conference of ITU-D sector, participated in the meetings of the Telecommunication Development Advisory Group (TDAG) and its subgroups, coordinated the preparation and presentation of the Action Plan of European Positions, sectoral priorities, important resolutions and WTDC declaration. The European region was represented in the regional and interregional meetings during which the progress of the European preparation for the WTDC-21 conference was introduced. The European region was the first one to present the common proposal packages to the ITU secretariat (18 common proposals in total) as well as harmonised nominations of the representatives in the working groups for a new cycle of sectoral development.

It is expected that WTDC-21 will adequately address the involvement of the youth and women's participation in ITU activities. The youth initiative 'Generation Connect' was launched for this purpose, where a representative from Lithuania took an active part, as well as the women's network 'Network of Women for WTDC' (NoW4WTDC). An RRT representative was assigned as a member of an advisory board of the NoW4WTDC from the European region (two representative per region are assigned to the board). The goal of NoW4WTDC is to draft a long-term framework of the women network. Information on the participation of RRT in the process of the preparation for 2023 ITU World Radiocommunication Conference and other ITU conferences is provided in Chapter 12.4.1 of this Report.

The RRT representative further chaired the Steering Committee of the ITU European Centres of Excellence (CoE). Two remote committee meetings were held over the year, they reviewed the activities of the Centres of Excellence and faced challenges. It is expected that during WTDC-21 the essential reform of the ITU capacity building framework will be approved which will ensure more effective activities of the CoE networks and result-based management of the framework.

RRT officials were actively participating in ITU events, where they presented the reports on the Lithuanian expertise in various fields, inclusion of the youth and women in ITU activities and national initiatives, other related topics, participated in the thematic communication campaigns.

#### Campaign of the election of the Republic of Lithuania candidate to ITU



International remote meeting of the representatives of ITU, Representation of Lithuania in Geneva, Ministry of Transport and Communications, RRT.

By minutes of the meeting No 23 of 5 May 2021, the Government of the Republic of Lithuania agreed that active participation of the Republic of Lithuania in the activities of the International Radiocommunication Union is a priority of the international cooperation in the field of information and communications technology which complies with the Eighteenth programme of the Government of the Republic of Lithuania and its implementing plan, and adopted a decision to nominate Tomas Lamanauskas for the post of the Deputy Secretary General of ITU.



By minutes of the meeting No 23 of 5 May 2021, the Government of Republic of Lithuania assigned the Ministry of Transport and Communications, Ministry of Foreign Affairs and RRT to organise the campaign, within their competence, of the election of the Republic of Lithuania candidate to the post of the Deputy Secretary General of ITU.

RRT, within its competence, was assigned to contribute and carry out the official communication of the candidate of the Republic of Lithuania in 2021-2022 when

representing Lithuania during the period of the election campaign. In 2021, RRT carried out the interinstitutional and international cooperation, organised the candidate's meetings with the state representatives, international organisations and performed the activities of promotional instruments. In 2021, the pamphlets of the Lithuanian candidate were drawn up, the Lithuanian candidate's website *https://tomas4itu.org/* was launched which published the election-related information, the representative video introducing the candidate's activities was created, and the candidate's YouTube channel was launched. All promotional information was translated into 6 languages: English, French, Spanish, Russian, Arabic and Chinese.

### 12.1.2. UNIVERSAL POSTAL UNION (UPU)



In 2021, the 27th Congress of the Universal Postal Union (UPU) was held which approved the new global postal strategy, drafted the provisions related to the reform of the framework of contributions of the Member States, addressed the issues related to the opening of UPU for a broader participation of the postal sector.

The 27th Congress of the Universal Postal Union (UPU) was held on 9-27 August 2021, in Abidjan, Ivory Coast. The Congress planned for August 2020 at first was postponed to 2021 due to the COVID-19 pandemic and, for the first time in the history of UPU, it was organised in a hybrid format (physical and remote). By means of the up-to-date technology, the challenges related to the restrictions imposed by COVID-19 were tackled and the participation of all Member States was enabled. The Lithuanian governmental delegation led by a representative of the Ministry of Transport and Communications and consisting of the representatives of the Ministry of Foreign Affairs, Ministry of Transport and Communications, Communications Regulatory Authority and AB Lietuvos Paštas took part in the Congress. The representatives of the Communications Regulatory Authority remotely participated in the Congress.

The Congress, the highest-level body of UPU, discussed the future of the postal sector for 2022-2025 and approved a new global postal strategy, provided for new provisions related to cross-border postal items, addressed financial issues and the ones related to the opening of UPU for a more active participation of the postal sector and elected the new management of the organisation. The Abidjan Postal Strategy and UPU Business Plan were approved as well as proposals to establish legal stability of UPU – it was decided that the Convention and other documents of UPU would be in force for an unlimited period of time for the purpose of legal stability.

The progress was made in the financial field of UPU by reforming the framework of contributions of the Member States – a new framework based on the model adapted by the United Nations framework for establishing the recommended level of contribution was approved to ensure higher stability of UPU. The Congress also approved the main principles ensuring the sustainability of the UPU pension fund.

One of the key issues of this Congress was the opening of UPU for a wider circle of the postal sector participants. it was agreed to hold an extraordinary congress in 2023 to adopt decisions on the strategy for the opening of UPU. By a mutual agreement, the resolution on the reduction of greenhouse gas generated by the postal sector was approved which aims for proactive actions and cooperation to combat the effects of climate change, as well as the resolution on gender equality and empowerment of women in the UPU and postal sector, and other related decisions were adopted.

New Director General of UPU Masahiko Metoki (Japan) and Deputy Director General Marjan Osvald (Slovenia) were elected as well as the members of the Postal Operations Council and Administrative Council. It was projected that another ordinary Congress would be held in 2025, Dubai, United Arab Emirates.

In 2021, RRT remotely participated in the sessions of UPU Administrative Council which discussed the Congress-related topics, approved the decisions on UPU administrative, financial and strategic matters.

## 12.1.3. ORGANISATION FOR ECONOMIC CO-OPERATION AND DEVELOPMENT (OECD)



The RRT representatives participated in the drafting of OECD analytical overviews.

RRT representatives take part in the activities of the OECD Network of Economic Regulators (NER) which deals with the issues of governance, independence, efficiency and accountability relevant to the regulatory bodies. The regulators operate to balance the frequently competing interests of the market players and consumers of the parties concerned, and of the states. The markets have been changing at a high pace due to new technologies, changes in the consumers' needs and, recently, due to large developments caused by the coronavirus pandemic. The NER, therefore, continuously assesses the regulators' performance. In 2021, NER performed by the OECD Survey on the Resourcing Arrangements of Economic Regulators which also involved RRT which provided necessary information.

Also, RRT submitted information to the OECD Working Party on Communication Infrastructures and Services Policy (WPCISP) which, based on the information received from the regulators, is planning to draft two analytical reports: Regulators of the Future and New Approaches to Spectrum Management.

RRT cooperated with OECD when drafting the Lithuanian economic overview, participated in remote meetings with the OECD representatives and provided information related to its fields of activities.

At a national level, in 2021, RRT representatives participated in the meetings of the OECD Interinstitutional Commission for the coordination of the activities of state institutions and bodies of the Republic of Lithuania which aligned the actions of the institutions in this organisation.

#### 12.1.4. **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 and International

The Internet Corporation for Assigned Names and Numbers (ICANN) which is responsible for the coordination of the management of technical elements of domain names is operating on the basis of the cooperation between the public and private sectors. Together with the representatives from public sector, the Governmental Advisory Committee (GAC) was established whose purpose is to advise public policy and individual governments on relevant issues related to the management of domain names or assignment of new domain names. Lithuania has been represented by the RRT representative at GAC for many years who has been elected as the chair of GAC Working Group on Human Rights and International Law.

#### 12.1.5. THE INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES INHOPE



RRT internet hotline <u>www.svarusinternetas.lt</u> has been a member of INHOPE since 2008. **INHOPE** Currently, INHOPE unites 50 internet hotlines in 46 countries.

In 2021, RRT internet hotline representatives took part in 4 remote events.

The annual meeting of INHOPE re-adopted the Code of Practice of INHOPE, considered the implementation of the budget of 2021, introduced the INHOPE development strategy as of 2022.

The meeting of INHOPE members held in December considered the issues related to the admission of new members or extension of the temporary membership, adopted the budget of 2022 and renewed the articles of association of INHOPE as well as discussed other matters.

In October 2021, the Safer Internet Forum session was remotely attended – it focused on the drafting of the EU strategy on more effective fight against child sexual abuse. The session focused on the executive activities related to the removal of the child sexual abuse material (CSAM) from the Internet, introduced the up-to-date technological achievements and studies.

The internet hotline training participants were presented with the up-to-date technologies which help detect and remove CSAM, new projects carried out by the European Commission in this field as well as the implementing regulatory documents of the Digital Services Act (DSA) which is currently being drafted by the EU. During the training, the issues related to the cooperation with the law enforcement institutions and Interpol were presented, the DSA review was provided and its impact on the hotline activities of INHOPE members was assessed.

### 12.1.6. NATO CIVIL-MILITARY CO-OPERATION GROUP

The activities of the NATO Civil-Military Co-operation Group cover the aspects relevant to the Radiocommunication Department, especially those which are related to the drafting of the National Table of Radio Frequency Allocation which is approved by RRT or feasibility to allocate radio frequencies (channels) for military purposes, i.e. the issues regarding the necessary identification of the demand for radio spectrum resources and prospective plans for the allocation of radio frequency bands for military purposes in the Republic of Lithuania, to timely assess the necessary and/or potentially feasible amendments to the purposes of radio frequency bands at the level of national law, also to presuppose the competent identification of sufficient effective alternatives to satisfy the needs of the military structures for radio spectrum resources.

The goal is to lay the reliable foundations which would help ensure the adequate electromagnetic compatibility between the various radiocommunication systems used to satisfy the military and civil needs.

**COMMUNICATIONS COMMITTEE (COCOM)** 

### **12.2. EU COPERATION**

#### 12.2.1.

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In 2021, the Communications Committee mainly focused on the transposition of the European Electronic Communications Code into national law and its implementation.

This Committee discussed the issues related to electronic communications regulation relevant to the EU, it drafted and/or coordinated draft legal acts and other documents, collected respective information on relevant issues in relation to electronic communications regulation from the Member States. The Communications Committee largely focused on the transposition and implementation of the European Electronic Communications Code in the EU Member States, it also discussed EU-wide harmonised allocation of the number of 116 series to the hotline designed for female victims of the gender-based violence. The representatives of the European Commission introduced the progress made when approving the delegated act of the Commission which set the common maximum call termination tariffs in the EU and revising the recommendation of the Connectivity Toolkit as well as the Directive on Broadband Cost Reduction.

In 2021, the Communications Committee approved the Commission Implementing Regulation on setting the weighted average of maximum mobile termination rates across the Union and repealing Implementing Regulation (EU) 2020/2082.

## 12.2.2. RADIO SPECTRUM COMMITTEE (RSCOM) AND RADIO SPECTRUM POLICY GROUP (RSPG)



In 2021, the RRT representative continued to co-chair (for the fourth year in a row) the sub-group of the Radio Spectrum Policy Group dealing with harmful interference and international coordination.

RRT representatives participated in the activities of the Radio Spectrum Committee (RSCOM) and Radio Spectrum Policy Group (RSPG)<sup>32</sup> and, together with a French representative, led one of the RSPG sub-groups 'Good office'.

In 2021, the plenary session approved the draft position of RSPG drawn up by the sub-group 'Good office' concerning the dispute between Italy and Croatia under Article 28 of the EECC which set highly detailed measures to be taken by Italy in order to implement the Commission's decision on the freeing up of the 700 MHz band so that it does not cause interference for the development of the mobile radiocommunication 700 MHz in Croatia and performance of television. The same session approved the RSPG opinions on the shared spectrum, climate change, radio spectrum policy framework, primary opinion on the issues discussed in the World Radiocommunication Conference WRC-23.

RSCOM drafted Commission Implementing Decision (EU) 2021/1067 of 17 June 2021 on the harmonised use of radio spectrum in the 5945-6425 MHz frequency band for the implementation of wireless access systems including radio local area networks (WAS/RLANs) and Commission Implementing Decision (EU) 2021/1730 of 28 September 2021 on the harmonised use of the paired frequency bands 874,4-880,0 MHz and 919,4-925,0 MHz and of the unpaired frequency band 1900-1910 MHz for Railway Mobile Radio.

### 12.2.3. DOCUMENTS DISCUSSED AT THE EU COUNCIL WORKING PARTIES



In 2021, the EU agreed on the recast regulation of the European Parliament and of the Council on roaming on public mobile communications networks within the Union which will ensure better roaming conditions for the users and lower wholesale prices.

In 2021, the RRT representative participated in the meetings of Radio Devices Subgroup of EU Council Working Party on Technical Harmonisation which discussed the proposal on the directive of European Parliament and of the Council amending 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. The proposal aims at making uniform of smart phones, portable cameras, wireless headphones, portable device charger interfaces made available on the EU market and provide the users with a possibility to use a single uniform charger for all above devices. The USB-C interface specification standard is suggested for corded chargers. It is provided that the users should be provided with a possibility to purchase a respective radio device without a charger.

RRT drafted a position, tabled proposals in the meetings of the EU Council Working Party on Technical Harmonisation (Sub-group for Radio Devices). In January 2022, France which held the presidency of the Council of

<sup>&</sup>lt;sup>32</sup> The strategic issues of radiocommunication development are discussed in these committees and in the working group, as well as ES-wide harmonisation of radiocommunication, disputes between the countries regarding harmful interference, coordination of stations, and draft documents and conclusions on relevant issues related to radio frequency management and use thereof are drawn.

the European Union was mandated to negotiate a compromise text of the drafted proposal for the directive with the European Parliament.

In 2021, the EU Council Working Party on Telecommunications and Information Society considered the proposal on the recast regulation of the European Parliament and of the Council on roaming on public mobile communications networks within the Union. Regulation (EU) No 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications networks within the Union, as last amended by Regulation (ES) 2017/920 of the European Parliament and of the Council of 17 May 2017, expires on 30 June 2022, therefore, to extend Regulation (EU) No 531/2012, improve the conditions of roaming services, reduce wholesale prices, the European Commission published draft amendment to Regulation (EU) No 531/2012 on 25 February 2021 which was considered by the Union. RRT drafted the position, provided information and proposals to Telecommunications and Postal Services Attaché representing Lithuania in the EU Council Working Party on Telecommunications and Information Society. The negotiations over this regulation were successful, the EU Council and European Parliament reached an agreement in 2021.

RRT assessed and harmonised 49 positions which were drafted by the authorities of the Republic of Lithuania on the issues considered by the EU in relation to the proposals on the following documents: The Digital Services Act; the Digital Market Act; the Artificial Intelligence Act; the Privacy and eCommunications Regulation; the Decision which establishes the 2030 policy framework 'Path to the Digital Decade'; regulation establishing the Joint Undertakings under Horizon Europe programme; regulation on establishing the European High Performance Computing Joint Undertaking.

RRT analysed and provided opinions to the respective authorities of the Republic of Lithuania regarding these proposals of the European Commission considered in the EU Council working groups in 2021 in relation to e-signature development feasibilities and security of e-communications and information systems:

- Proposal for the Regulation of the European Parliament and of the Council amending Regulation (EU) No 910/2014 as regards establishing a framework for a European Digital Identity;
- Directive of the European Parliament and of the Council on measures for a high common level of cybersecurity across the Union, repealing Directive (EU) 2016/1148.

## 12.2.4. FORUM OF EUROPEAN SUPERVISORY AUTHORITIES FOR TRUST SERVICE PROVIDERS (FESA) AND ARTICLE 19 WORKING PARTY



RRT is active in the activities of the international organisations – Forum of European Supervisory Authorities for trust service providers<sup>33</sup> (FESA), European Network and Information Security Agency, cooperates with

<sup>&</sup>lt;sup>33</sup> 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

supervisory authorities for trust services of other countries and European Commission. RRT developed the proposals submitted to FESA and ENISA Article 19 Expert Group with regard to the amendments to NIS2 Directive which relate to the eIDAS Regulation, and with regard to the potential improvements of the eIDAS Regulation in relation to the security requirements for trust service providers.

In 2021, RRT participated in the regularly held remote meetings of the eIDAS Regulation Article 19 Expert Group during which the security incidents that took place on the Lithuanian trust service market were presented, information on the renewal of the NIS2 Directive and on the impact of certain amendments on trust services was provided, the proposals on the projects to be carried out by ENISA in 2022 were introduced in relation to the amendments established in Article 19 of the eIDAS Regulation.

### **12.3. NETWORKS OF REGULATORY AUTHORITIES**

## 12.3.1. BODY OF EUROPEAN REGULATORS FOR ELECTRONIC COMMUNICATIONS (BEREC)

In 2021, the largest focus was placed on the prospects of network connectivity, 5G and future internet ecosystem.



BEREC contributed to the legislative processes as part of the EU's goal to develop the digital platform regulatory framework.



In 2021, the European Court of Justice adopted the rulings on the zero tariff and BEREC performed their legal assessment.

In 2021, the Body of European Regulators for Electronic Communications (BEREC) mainly focused on the monitoring, impact of the European Electronic Communications Code on the e-communications markets and their regulation. In 2020, the major part of BEREC's activities consisted of the drafting the guidelines provided for in the Code, and in 2021, the largest focus was placed on the discussion of the prospects of network connectivity, 5G and future internet ecosystem.

The COVID-19 crisis which continued in 2021 reminded that connectivity was an essential social and economic driver. Therefore, the development of higher capacity and 5G networks was the priority issue on the agenda of BEREC in 2021. BEREC drafted the benchmarking report on broadband coverage, started drawing up the report on regulation of mobile and fixed communications backhaul, shared knowledge and experience in the workshops on the new business models and value chains created on the basis of 5G, electromagnetic field radiation, and 5G services and maps.

BEREC especially focused on the internet ecosystem. While the EU is seeking to create the digital platform regulation system with the Digital Services Act (DSA) and Digital Market Act (DMA), BEREC contributed to the legislative processes. BEREC experts drafted a report which defined the scopes, definitions and obligations 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.

DMA in more detail. Two workshops of BEREC were held to analyse the digital platform regulation issues. Moreover, in 2021, BEREC set the minimum list of OTT service indicators which applies within the EU. This list will streamline the collection of data from the market participants for the regulators and will facilitate the provision of data for businesses. The aligned collection of data will enable performing reliable comparisons of indicators at an international level as well.

In 2021, BEREC started the analysis of one more urgent matter regarding the open internet. On 2 September 2021, the European Court of Justice (ECJ) published three rulings on the EU law concerning the violations of the rules on access to open internet. They are related to the zero-tariff or unlimited internet programme services, where the internet access service providers, usually mobile communications operators, do not include the volume of data used for certain programmes or types of traffic (e.g. videos, music or other kinds of traffic) in the volume of charged data. In these rulings, the Court of Justice notes that the zero-tariff service distinguishes the internet traffic for commercial reasons, and this commercial practice does not comply with the requirements of Regulation (EU) 2015/2120 which set the obligation to ensure a uniform behaviour without discrimination or distortions. BEREC carries out the legal assessment of the ECJ rulings and it will present the updated BEREC guidelines in 2022 which will help the regulators and internet access providers to implement the said rulings in their countries. In any case, the e-communications market participants and users will be subject to changes, as many zero tariff services will no longer be offered on the market after the ECJ rulings.

#### 12.3.2. EUROPEAN REGULATORS GROUP FOR POSTAL SERVICES (ERGP)



The RRT representative chaired the ERGP Access Working Group.

In 2021, the ERPG working programme was organised 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.

In 2021, the RRT representative, together with the representative of the telecommunication and postal regulatory authority of Belgium (BIPT), chaired the ERGP Access Working Group. Based on the ERGP working programme for 2021, this working group developed the ERGP Report on the harmonised measures related to standardised cross border parcel delivery which analyses different postal service standards and specifications, compatibility of standards, use of standardised processes in e-commerce, impact of standardisation and future harmonisation of cross-border postal items in a single digital market.

The RRT representative participated in the drafting of these ERGP documents in the Customers and Market Indicators Working Group: the ERGP report on the contractual situation of consumers of postal services (developed the report subsections discussing the customer protection aspects and harmonisation at the European level) and ERGP report on core indicators and COVID-19 impact (developed the report section on the postal network and employment in the postal sector).

On 26 November 2021, ERPG plenary session which was held in a hybrid (physical and remote) format and which was attended by RRT representatives, approved the ERPG working programme for 2022 which set the ERPG targets corresponding to the pillars of the ERPG medium-term strategy for 2020-2022. In 2022, alongside with the

issues related to quality of service, customer protection, core postal indicators analysed by ERGP, ERGP is planning to concentrate its activities on the assessment of the implementation of the Postal Service Directive, analysis of the impact of internet platforms and new business models on competition in the postal sector, access to postal networks under the conditions of successful e-commerce, as well as the issues of customer protection, changing needs with the rapidly growing e-commerce, implementation of the Regulation on Cross-Border Postal Item Delivery Services, impact of changes in VAT/customs duties and environmental sustainability.

During the said ERGP plenary session, several public and internal documents were approved: report on COVID-19 impact on the postal sector, report on the implementation of the regulation on delivery of cross-border postal items, report on the situation of contractual situation of consumers of postal services, report on quality of services, customer protection and complaint handling, report on the core indicators of the postal sector, report on the impact of internet platforms on the postal sector, report of the harmonised measures related to the standardised delivery of cross-border postal items.

### 12.3.3. INDEPENDENT REGULATORS' GROUP – RAIL (IRG-Rail)

#### In 2021, RRT participated in the activity of six working groups of IRG-Rail.

In 2021, RRT continued its active participation in the activities of the Independent Regulators' Group – Rail (IRG-Rail), which included the drafting of opinions, reports, reviews and other documents in six expert groups of IRG-Rail. RRT representatives, when being involved in the activities of IRG-Rail, provided statistical information and presented the regulatory aspects of the Lithuanian railway transport service market.

In 2021, at its own initiative, IRG-Rail drafted:

- 9th IRG-Rail rail transport market supervision report;
- Timetabling and Capacity Redesign Development Report which raised potential problems of the RRT process regulation;
- Overview of the responsibility of infrastructure managers for the publication of the Third Party Service Facility Descriptions in Network Statements;
- Overview of the impacts of the COVID-19 crisis and national responses on European railway markets in 2020;
- Overview of the application of market segments and mark-ups in consideration of Directive 2012/34/EU;
- Update of the Overview of Charges and Charging principles for Freight Terminals;
- Overview of integrated ticketing and through-ticketing measures in the EU;
- Overview of the implementation of current rules relating to Temporary Capacity Restrictions (TCRs) under Delegated Decision (EU) 2017/2075;
- Regulatory practice for classification of tracks in the main maritime and inland port(s) in different European countries;
- Update of the report on experience gained from exemptions granted under Article 2 Paragraph 2 of Implementing Regulation (EU) 2017/2177;

• Statement on the scope of regulation in port terminals 'The right of applicants to request access'.

### 12.3.4. EUROPEAN NETWORK OF RAIL REGULATORY BODIES (ENRRB)

In 2021, 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.

## 12.3.5. EASTERN PARTNERSHIP ELECTRONIC COMMUNICATIONS REGULATORS NETWORK (EaPeReg)

The provisions of the Regional Spectrum Agreement and Regional International Roaming Agreement were harmonised. The signature of the agreements is planned in 2022.

In 2021, the intense activities were carried out in two priority areas of the EaPeReg network: preparation to reduce roaming prices and jointly coordinate the 700 MHz and 3.5 GHZ radio frequencies by signing the Regional Spectrum Agreement and Regional International Roaming Agreement among the Eastern Partnership countries.

In 2021, the conditions and provisions of both agreements were harmonised at the expert technical and political levels. Their harmonisation was coordinated by two respective working groups of EaPeReg: International Roaming Working Group led by the Ukrainian regulator and RRT, and Spectrum Working Group led by the Georgian regulator and RRT experts.

The regional roaming agreement aims at the reduction of roaming prices among the Eastern Partnership countries. The price reduction would be gradual and would take place for several years until the roaming prices valid in the EU including certain additionally applied local fees are reached. However, this is not an ultimate goal; it is rather a step towards joining the EU roaming area and reducing roaming prices between both regions. A political consent to consider this opportunity was received and preparatory activities were started in 2021: a feasibility study was launched which would analyse the legal possibilities to reduce the roaming prices as well as the impact on economy, and it would contain the comparison of prices between the Eastern Partnership countries and EU. In 2022, this study will be continued.

The Regional Spectrum Agreement which is to be signed by six Eastern Partnership countries will allow the assurance of harmonised and more effective freeing up and use of mobile communications networks in the 694-790 MHz (700 MHz) and 3400-3800 MHz (3.5 GHz) radio frequency bands in the region of the Eastern Partnership countries and within the EU. This is relevant to the EU Member States, especially to those which have common borders with the Eastern Partnership countries, including Lithuania. This agreement is expected to promote a smoother development of advanced technologies in both regions.

Both agreements are to be signed in 2022 but these plans were postponed due to the Russian aggression in Ukraine. The signature of the agreements will depend on the geopolitical situation.

In 2022, the EaPeReg network is chaired by the Public Service Regulation Commission of Armenia, and the duties of the vice-chair are performed by the Czech Telecommunication Office.

### **12.4. REGIONAL COOPERATION**

## 12.4.1. EUROPEAN CONFERENCE OF POSTAL AND TELECOMMUNICATIONS ADMINISTRATIONS (CEPT)



RRT representatives were actively participating in the preparatory activities of CEPT for ITU World Radiocommunication Conference 2023 and other essential ITU conferences. In 2021, the RRT representative coordinated the preparation of the European region for the World Telecommunication Development Conference.

In 2021, RRT representatives took part in the activities of the Conference Preparatory Group (CPG) of the Electronic Communications Committee (ECC) of the Postal and Telecommunications (CEPT) for the preparation for the World Radiocommunication Conference 2023. This working group is 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. 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. Lithuania focused on the amendment to the legal act on the use of terrestrial system radio frequencies under item 1.3 of WRC-23 agenda, i.e. to consider primary allocation of the band 3 600-3 800 MHz to 5G mobile service. This is especially important as Lithuania is currently preparing for the auction of those frequencies. Under item 1.1 of the agenda, the restriction of the application of item 21.5 of the ITU Radio Regulation establishing the use of 5G mobile radiocommunication systems in millimetric ranges concerning protection of NATO aircraft in international waters in the 4,4-4,9 GHz range was considered. Lithuania and three other countries provided CPG PT B Working Group with a document which set out a recurrent position which was finally heard: it stated that the legal regulation which has been effective for 60 years and has been applied to narrowband systems cannot apply to new broadband systems with active antennas. Moreover, RRT representatives formulated and defended the position regarding the interpretation of Article 48 of the ITU constitution which sets the use of military systems and provided a proposal for including this guestion in the ITU Conference of Plenipotentiaries 2022 under item 9 of the agenda of WRC-23. Under item 1.2 of the agenda of WRC-23, the working group also considered the issues relating to the expansion of radio frequencies used for IMT systems in the upper range 6 GHz (6425-7125 MHz), and under item 9.1c - regarding the fixed IMT use.

The ECC meetings adopt the decisions on the harmonisation and use of radiocommunication systems and the most significant ones are later approved by EC RSCOM and become mandatory for the EU. In 2021, the following essential decisions were adopted: harmonisation of 6 GHz lower radio frequency band (5925–6425 MHz) for WiFi systems, harmonisation of radio frequencies of moving satellite systems and use of radio frequencies in the 27,5-30,0 GHz and 17,3-20,2 GHz, as well as 10,7-12,75 GHz and 14,0-14,5 GHz bands. The list of short-range devices (SRD) used in radiocommunication aircraft and ships was extended by adding the devices operating in new radio frequency bands, the decisions which will enable adapting the existing radio frequency bands for 5G mobile systems are adopted.

and other related decisions were adopted. Lithuania and four other countries provided the ECC with a document for consideration and requested to start considering a new issue of the allocation of the radio frequency band 6425–7125 MHz to WiFi systems. The proposal was approved. The completion of compatibility studies is expected by 2024.

On 26 March 2021, ITU Radiocommunication Regulation Board (RRB) analysed the complaint of the Lithuanian administration (document number RRB21-1/22-E) regarding the misinterpretation of Article 48 of the ITU Constitution of the ITU Radiocommunication Bureau on the grounds whereof the records of Lithuanian radio stations operating in the 3,4-3,6 GHz radio frequency band were rejected in the ITU database and established that the interpretation of this article of the ITU Constitution may be provided only by the Plenipotentiary Conference (PP) which has the highest level of excellence in ITU. Therefore, RRT seeks to include this issues in the PP-22 agenda through CEPT CPG and Com-ITU groups. Currently, this has been approved in CEPT CPG plenary session and in Com-ITU meetings.

The ECC Working Group for Radio Frequency Management discussed the issues related to the radio frequency management: trends of development of broadband mobile radiocommunication and other systems, compatibility of road transport ITS systems ITS-G5 and LTE-V2X in the 5855-5925 MHz frequency band, use of WAS/RLAN in the 5150-5725 MHz and 5725-5850 MHz frequency bands, feasibility of the use of short-range radio devices and wireless power transmission technologies via radio waves (WPT), feasibility of electromagnetic compatibility between terrestrial and satellite systems in the 2483,5-2500 MHz frequency band, digitalisation of maritime communications systems in the VHF band in the 6,25 kHz width radio frequency channels instead of the existing analogous systems (channel width 25 kHz), international coordination of railway communications systems operating in the 900 MHz frequency band by updating recommendation ECC/REC/(08)02. Recast ECC recommendation ECC ECC/REC 05(08) regarding international coordination of GSM900/1800/GSM-R systems was approved as well as ECC recommendation ECC/REC (08)02 on international coordination of mobile and fixed (MFCN) communications networks operating in the 900 MHz and 1800 MHz frequency bands, and CEPT report No 331 on the effective use of radio spectrum between TDD-MFCN systems in the 3400-3800 MHz frequency bands in the border regions. Updated recommendation ERC/REC (74)01 on the methodology of assessment of unwanted emissions was also approved, recommendation ERC/REC 70-03 clarified the use of short-range devices in the band lower than 9 kHz and provided information on the diversity of the implementing decisions in the CEPT countries.

The meetings of ECC/CEPT WG SE40 Working Group which assessed the effect of non-coordinated Earth stations on RRL stations in the 28 GHz radio frequency band were attended. In order to protect the RRL stations operating in this radio frequency band in Lithuania, the breakdown of RRL stations operating in Lithuania was presented during the meetings, comments and proposals were provided for the draft report which was being developed. ECC report 335 'Sensing mechanism for uncoordinated FSS Earth stations in 28 GHz to protect fixed service' took account of the comments provided by Lithuania.

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-R analysing the technical aspects of IMT mobile radiocommunication systems, drafting compatibility reports on radiocommunication systems, recommendations, and developing radio frequency plans. ECC PT1 also drafts the conclusions based on the European Commission's instructions and provides it with the responses. In 2021, ECC recommendation (21)02 on the use of small cells in the 3400-3800 MHz

frequency band and ECC report No 331 dealing with the effective use of spectrum for mobile radiocommunication operating at TDD mode in the 3400-3800 MHz frequency band were approved by the group. The European Commission was provided with two CEPT reports: report No 80 on setting the harmonised technical conditions for the 900 MHz and 1800 MHz frequency bands based on the principle of technological neutrality and report No 81 on the use of 5G systems in aircrafts in the 1800 MHz frequency band. RRT representatives further participated in the activities of the CEPT ITU Policy Committee (Com-ITU) and its project teams (PT FIMO, PT ITU-T, PT Policy, PT WTDC-21). In 2021, Lithuania joined 20 European common or multilateral proposals for the ITU World Telecommunication Standardization Assembly (WTSA-20). The RRT representative further chaired the CEPT project team PT WTDC-21 and coordinated the preparation for the WTDC Conference. In 2021, seven PT WTDC-21 meetings were chaired, the Milestone Plan was updated, proposals regarding the common European proposals for WTDC-21 were considered. Over the year, 8 general proposals were harmonised and approved, other meeting documents were drafted, permanent contacts with the relevant representatives for the preparation for the conference of other regions were ensured in order to coordinate the positions and exchange necessary information.

RRT participated in the analysis of the operational conditions of new satellite systems at a global and regional level. The comments were provided for the World Radiocommunication Conference 2023 with regard to the satellite-related issues drafted in the European proposals. The positions of CEPT on the use of mobile Earth stations in geostationary and non-geostationary satellite systems in the Ku and Ka bands were aligned, the issues related to the use of satellite communications lines, allocation of additional resources to the satellite IoT data collection systems, and coordination and notification of space systems were analysed. RRT and administrations of the European countries analysed the issues of the use of satellite systems in the Q and V bands, regulation of maritime and air moving Earth stations in the Ka band in the Satellite Communications Group FM44.

## 12.4.2. NORDIC-BALTIC ELECTRONIC COMMUNICATIONS REGULATORS NETWORK

The Nordic-Baltic Electronic Communications Regulators Network (hereinafter 'NB network') was officially established in 2018, it unites eight e-communications regulatory authorities (Danish, Estonian, Icelandic, Lithuanian, Latvian, Norwegian, Finnish and Swedish). In 2021, the cooperation took place at the managerial and expert levels in three working groups.

RRT and members of NB network shared good practice – introduced the deployed information system for submission of regular reports (PATIS).

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RRT representative drafted the benchmark analysis of the electronic communications market evolution based on the statistical data for 2015-2020.

The NB network members shared their experience on the process of the transposition of the European Electronic Communications Code into national law and related challenges.

In 2021, the heads remotely exchanged the national positions on the challenges raised by the Digital Markets Act and Digital Services Act published by the European Commission. The activities of the Working Group for Statistics, where the RRT representative is responsible for the synthesis of statistical data received from each country and introduction of achieved results, traditionally focused on the analysis of statistical data of the last year and harmonisation issues. The RRT representative drafted the benchmark analysis of the electronic communications market evolution based on the statistical data for 2015-2020, presented the information system for submission of regular reports (PATIS) deployed by RRT at the end of 2020, introduced its functionalities, advantages and expansion of the system capacities planned in the future.

The topics relevant to the regulators were also raised in the Working Group for Consumer Rights. The experts discussed the transposition of the European Electronic Communications Code, shared information on the course of transposition, since many countries, including Lithuania, delayed the transposition of this Code into national law. The emphasis was on the peculiarities of the regulation of universal services, parameters of sufficient internet access services, experience was shared in terms of the speed rate for this service, the aspects of availability and affordability of the service were discussed. The involvement of the regulators in the matters of accessibility of services was also discussed. In 2021, the Consumer Protection Group was led by the RRT representative. In 2022, the physical meeting of this working group is planned to be held in Vilnius.

## 12.4.3. MEETING OF REGULATORS OF ELECTRONIC COMMUNICATIONS AND POSTAL SERVICES IN THE BALTIC STATES (BaltReg)

In September 2021, RRT representatives attended the 17th meeting of the regulators of electronic communications and postal services in the Baltic States (BaltReg) which was organised by the Estonian regulatory authority this year.

During the meeting, the representatives of the Estonian e-communications regulatory authority (TTJA), Estonian Competition Council which oversees the postal service regulation matters, Latvian e-communications and postal regulatory authority (SPRK) and Latvian electronic communications bureau (VASES) and RRT exchanged information on the main administrative and operational changes, impact of the pandemic, participation of the institutions in the projects and international activities. Three thematic sessions introduced the essential changes in the e-communications and postal markets, discussed the issues relevant to all countries with regard to 5G network deployment and coordination of radio frequencies. The Lithuanian experts shared their experience related to the eSIM project, development and adaptation of tools for 5G service quality measurements, electronic regulation as well as other issues. Next year, BaltReg should take place in Lithuania.

### **12.5. LINESIS INFORMATION SYSTEM**



RRT drafted 7 positions of the Republic of Lithuania and harmonised 40 positions on the matters discussed within the EU.

In 2021, RRT analysed EU legal acts registered in the Lithuanian membership EU information system (*LINESIS*) and drafted 7 positions of the Republic of Lithuania regarding the following draft documents considered within the EU:

- regarding the Proposal for the Regulation of the European Parliament and of the Council on roaming on public mobile communications networks within the Union (recast);
- regarding the Proposal for the Directive of European Parliament and of the Council amending 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;
- regarding Commission Delegated Regulation (EU) 2022/30 of 29 October 2021 supplementing Directive 2014/53/EU of the European Parliament and of the Council with regard to the application of the essential requirements referred to in Article 3(3), points (d), (e) and (f), of that Directive;
- regarding Commission Delegated Regulation (EU) 2021/654 of 18 December 2020 supplementing Directive (EU) 2018/1972 of the European Parliament and of the Council by setting a single maximum Union-wide mobile voice termination rate and a single maximum Union-wide fixed voice termination rate.

RRT assessed and coordinated 40 positions registered with the system LINESIS which were drafted by the authorities of the Republic of Lithuanian on the issues considered within the EU.

## **12.6. INTERNATIONAL PROJECTS**

## 12.6.1. TWINNING PROJECT IN UKRAINE (2019-2021)



The 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' was completed.

The implementation stage took 26 months (between 8 September 2019 and 7 November 2021, with the extension of 5 months). The project involved 39 experts. 819 working days were spent on the missions (183 face-to-face days, 636 remote days). 21 documents were drafted, 13 training sessions were held, and two study visits were organised: (one in Lithuania and Latvia) (Fig. 33 and 34).

On 29 October 2021, the hybrid project

completion final conference took place in Kyjiv. It involved 30 participants, including Lithuanian ambassador to Ukraine Valdemaras Serapinas and Latvian ambassador Ilgvars Kļava. The project results were introduced by permanent representative Giedrius Pūras and leader of the first component Virgilijus Stundžia. A representative pamphlet introducing electronic project activities harmonised with the partners and EU Representation in Ukraine was drafted which presented the main results and statistics of activities.



Fig. 34 Twinning project team: representatives of Ukraine, Lithuania, Latvia

At the request of the central project management agency, the Twinning project cost audit was performed. The findings of the audit report were positive – financial documents and all documents of project activities were impeccably drafted by RRT.

The final report of the project was developed which was submitted to the EU delegation in Ukraine at the beginning of 2022.

RRT implemented the EU Twinning project as a lead partner together with the Latvian Public Utilities Commission.

## 12.6.2. PROJECT 'SAFER INTERNET'

In 2021, RRT and its partners further implemented the project 'Safer Internet' where RRT is responsible for the activities of the internet hotline.

**300** – the number of children in summer camps where they acquired skills on how to safely use smart devices, how to behave and communicate online.



RRT and its partners continued the implementation of the project 'Safer Internet'. RRT was one of the key organisers of Safer Internet Days (SID) which were held in 2021. In 2021, the live streaming of the event 'We Create Safe Internet Together' took place on the portal of the national Lithuanian broadcaster LRT. The event involved famous Lithuanian entertainers, activists and social figures who shared their

ideas and insights on the communication culture online, critical thinking and online threats.

In summer, RRT and Association Langas į ateitį organised the cycle of events 'Safe Internet in the Summer!' in the children's summer camps. RRT team visited 5 camps where almost 300 children gained knowledge and skills, in the game quest form, on how to safer use smart devices, internet, how to behave and communicate online, who to report to when dangers online are encountered.

The remote forum for parents 'Do you really know what your children are doing online?' was organised during which the RRT representative presented the internet hotline activities, provided advice on how to react to harmful online content. RRT representatives also promoted the internet hotline by posting comments on various media channels: internet portals, social media, radio. Moreover, RRT organised the training 'Environment, internet and modern man: what causes a negative effect and what is an impact on us?' for hotline professionals and other members of the safer internet project team. The training dealt with the following topics: how we count the time spent online, how and which needs are satisfied and destroyed by the internet, what is digital wellbeing and how it can be improved, what is a resistance formula and how to not lose oneself when being involved in the processes.

## 12.6.3. 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'. In this project, RRT activities are dedicated to inform the Lithuanian residents of trust services, electronic signature and safe use of the internet.

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On the websites <u>www.esaugumas.lt</u> and <u>www.elektroninisparasas.lt</u>, further publication of teaching material developed in 2019 took place to reach as many internet users as possible.

In 2021, RRT together with the Information Society Development Committee organised the national digital innovation contest 'Naujasis knygnešys 2020' (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 enlightener to represent Lithuania in the World Summit Awards (WSA) competition hosted by the United Nations.



In 2021, 24 finalists selected during the final event of the contest gave live presentations of their solutions; 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 ESA contest 'Youth Innovation for Europe'.

During the event, a new

enlightener was awarded – a person who, by the work and achievements, contributed to Lithuanian digital progress, growth and spreading the name of Lithuania. This year, this honourable prize was awarded to the co-founder and executive director of Lithuania's first unicorn 'Vinted'.

At the end of 2021, good news from the finals of WSA 2020 were received: it turned out that the list of winners included two solutions created by Lithuanians. The exception attention of the world jury and the winner's title went to the platform 'Angis' (angis.Irt.It) designed to teach teenagers to programme (in the category of learning and education), whereas in the category of digital government and citizen engagement, the public policy data analysis and publication solution ManoSeimas.It was nominated as the best interactive educational game.

## **12.7. PUBLIC OUTREACH MEASURES**



RRT uses RRT website, social media Facebook and LinkedIn, and YouTube for the dissemination of information.

- **72** the number of RRT's press releases.
- **122** the number of RRT's posts on Facebook.
- **89** the number of RRT's posts on LinkedIn.

To raise awareness on activities carried out by RRT, initiatives and achievements, RRT continued its communication activities – it published press releases, communicated on social media, various media channels, which resulted in a higher number of citations on the media – as many as 586 times (source – UAB Mediaskopas).

The messages on the 5G auction and spread of prohibited content online gain most attention from the media. Also, in 2021, the media representatives were especially interested in 5G deployment in Lithuania, quality of postal services, harmful online content, contractual issues of electronic communications service providers and users.



RRT focused on the drafting of visual information designed for target audiences, shared various information attractive to different audiences on social media and raised the public understanding of the functions and activities carried out by RRT.

In May-June 2021, the information campaign on the changes of the digital terrestrial television frequencies in Vilnius, Klaipėda and Biržai regions was held – information was disseminated to national and regional media and on social media

channels by drawing attention to the date, locations and advice on which actions must be taken and which institutions must be addressed in case of interference.



In 2021, RRT celebrated an important anniversary – 20th anniversary of its performance. The attention to this occasion was paid all year: the stylised visual paraphernalia '20 Years Together' was used in the communication activities, the video about RRT <u>https://www.youtube.com/watch?v=0EtHg-a5AdA</u> was created to introduce the main activities and tasks of RRT in the fields of e-communications, postal, railway infrastructure, trust services and information resource price supervision.

In 2021, the public remote event 'RRT 20 Years Together' was organised and the main achievements of RRT's 20-year performance were presented, the recent technological developments were overviewed, future plans were shared, discussions 'Technology and society: 'Where are we today and where will we be in 20 years?' and 'What will we regulate in the future and how?' were held during which the competent experts of these fields well known to professional community and society shared their insights. The greetings, in a form of videos, were sent by the Minister of Transport and Communications, Secretary General of the International Telecommunication Union (ITU), Head of the Body of European Regulators for Electronic Communications (BEREC).

In 2021, the public remote event 'Lithuanian e-communications market: trends and expectations' was held. The presentations were given by the representatives of RRT and other important organisations cooperating in this sector who enabled all participants of the event to gain knowledge of regulatory tools, international regulation, market participants' view to significant aspects of the activities of this sector.

The official website *www.rrt.lt*, which publishes reports, overviews and other relevant information remains the most important communication channel of RRT.

Besides the main website <u>www.rrt.lt</u>, RRT also manages the following websites:

www.nebūkberyšio.lt	Access to the managed 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 illegal or harmful content on the Internet	
www.esaugumas.lt	Tips for safe and responsible behaviour online	
https://www.elektroninisparasas.lt	Information on e-signature, e-seal and website certificates, time stamps.	

RRT manages the website <u>www.esaugumas.lt</u> where all internet users are provided with information on how to safely behave on social media, choose antivirus applications, safely use wireless internet, e-banking, e-commerce and how to protect one's privacy online, etc

RRT professionals also provide consultations to the social media users. During the first lockdown, the internet users' need for consultations significantly increased: in 2020, 600 consultations were provided and in 2021, the situation was more stable and the number of inquiries reached the pre-pandemic status – 284 consultations were provided, i.e. by 2.1 times fewer than in 2020. In 2021, the problems mainly encountered by the internet users were as follows: hacked social media accounts, illegal publication of personal information, inadequate selection of security or privacy settings.

## 12.8. RRT CUSTOMER SERVICE SURVEY

In 2021, RRT assessed the quality of service of the persons who applied to RRT by email or submitted the documents to RRT by email. The survey was conducted in an anonymous way, the questionnaires were selected. It was possible to provide one's opinion and suggestions in the survey. The survey involved 123 natural and legal persons.

92% of the respondents answered that a civil servant listened to them attentively, 93% of the respondents confirmed that their questions were answered in a sufficiently clear and precise manner. The answers to the question 'Specify the most convenient way to address RRT' showed that the clients prefer indirect communication: 20% of the respondents indicated that the phone conversation was the most convenient way. It must be noted that the number of clients wishing to submit the documents to RRT and receive the services electronically has been increasing every year: in 2021, such clients represented 79%, and the number of clients who preferred the submission of documents by mail or directly dropped to the minimum (1%). It must be also noted that RRT clients and persons concerned were properly serviced during the lockdown (only 3% of the persons concerned encountered problems concerning the service over the phone and 2% – concerning the submission of documents).

Most of the questions asked via RRT website and email concern the e-communications services and activities of the postal service providers. The answers to these questions are drafted by the Complaint Division of the Network Regulation Department. The satisfaction of persons concerned and clients as well as the survey results highly depend on how accurately, quickly and clearly the questions are answered.

## 12.8.1. 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 (Article 96(1) and/or (4) of the recast Law on Electronic Communications which entered into force on 1 December 2021).

The National Investment Programme for 2021-2023 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 2021 was EUR 1,159 thousand allocated from the state budget. The amount of EUR 842.8 thousand was used for the investment project (allocated from the state budget).

Under the contracts of agency, in 2021 the State Security Department of the Republic of Lithuania implemented the procurement procedures for the purchasing of specialised 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.

## 12.8.2. PROMOTION OF EFFECTIVE COMPETITION ON THE RAILWAY TRANSPORT SERVICE MARKET

In 2021, the activities in the public railway infrastructure network were further actively carried out by 3 railway undertakings (carriers):

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

In 2021, 9 railway undertakings (carriers) had licences enabling the transportation of passengers, baggage and/or freight by rail transport. Five entitled companies applied with regard to the public railway infrastructure capacities. In addition to 3 active undertakings, UAB Gargždų Geležinkelis and UAB LGC Cargo submitted their applications for the allocation of capacities for rail freight transportation activities. Part of the requested capacity was allocated during the validity period of the working timetable of 2021-2022, but the said companies did not use it and did not commence the rail freight transportation activities in 2021.

## 12.9. IMPROVEMENT OF LEGAL REGULATION ON THE RAILWAY TRANSPORT SERVICE MARKET

In 2021, the focus was placed on the fragmentation of the railway transport market segments which could have applied mark-ups (hereinafter 'market segments') performed by the public railway infrastructure manager. The meetings and discussions were held with the public railway infrastructure manager with regard to the market segmentation by looking for the most appropriate criteria which comply with the requirements set by the EU best and

which would allow the objective identification of the market segments and assessment of whether the market can withhold the mark-ups to be set.

Taking account of the fact that the adequate market segmentation and correct charging of the public railway infrastructure is very closely related to the procedure for the calculation of the payable charges for the minimum access to the public railway infrastructure package adopted by the Government of the Republic of Lithuania, at the initiative of RRT, the Government of the Republic of Lithuania approved the protocol decision of April 2020 which obliges the Ministry of Transport and Communications to review the procedure for charging of the market segments. For the purpose of the faster adoption of the amendment to the charging system subject to the minimum access to public railway infrastructure package, the action plan of the Ministry of Transport and Communications of the Republic of Lithuania, public railway infrastructure manager and RRT which ensures the submission of the said system amendments to the Government of the Republic of Lithuania by 1 July 2022 was adopted and is currently followed.

In 2021, the content of the network statement of the working timetable for 2021-2022 of the public railway infrastructure was reviewed, the comments and proposals were provided on the basis of which, after the consultations with the railway transport market, the public railway infrastructure manager updated the network statement of the working timetable for 2021-2022 of the public railway infrastructure by clarifying the procedure for the assessment of the readiness to use requested capacities.

At the end of 2021, the law on the amendment to a number of articles of the Rail Transport Code of the Republic of Lithuania was adopted, its alignment among various authorities concerned took over a year and a half and its provisions partly amended the procedure for the use of the public railway infrastructure. Taking account of the survey carried out by RRT in 2020 with regard to the actions taken by the public railway infrastructure manager when organising the rail transport traffic, this law stipulates the obligation of the public railway infrastructure manager to perform the accounting of the use of allocated capacities.

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



**3** – the number of decisions on complaints adopted (2 complaints received in 2020, one complaint in 2021).

2 - the number of complaints accepted for handling (handling of complaints deferred to 2022).

**1** – the number of investigations concerning the charges set by the public railway infrastructure manager for the validity period of the working timetable of 2021-2022 for the services provided in rail service facilities launched at the initiative of RRT.

In 2021, RRT examined 5 complaints received from the applicants (Table 18).

Company	Received, date	RRT decision
UAB Gargždų geležinkelis	20/10/2020	The complaint dismissed as unfounded
UAB LGC Cargo	25/11/2020	The complaint dismissed as unfounded
UAB Gargždų geležinkelis	10/09/2021	The complaint dismissed as unfounded

Table 18. Summary of complaints received and handled by RRT in 2021

UAB Gargždų geležinkelis	05/11/2021	Examination is continued in 2022.
UAB LGC Cargo	07/12/2021	Examination is continued in 2022.

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 requested capacity to UAB Gargždų geležinkelis upon examining the actions carried out by public railway infrastructure manager.

**Result.** In 2021, RRT, having examined the complaint of UAB Gargždų geležinkelis, **adopted the decision to dismiss the complaint as unfounded**, as it was established that the public railway infrastructure manager, when allocating capacity, followed the requirements and deadlines stipulated in legal acts, properly applied the priority rule in a 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 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 requested capacity to UAB LGC Cargo upon examining the actions carried out by public railway infrastructure manager.

**Result.** In 2021, RRT examined the complaint of UAB LGC Cargo and **decided to dismiss the complaint as unfounded**, as it was established that the application of UAB LGC Cargo was lawfully recognised as a delayed application for which the decision is made only having examined all other applications and when the capacities were allocated based on those applications, no spare capacities were left for the validity period of the 2020-2021 working timetable for rail transport. It must be noted that UAB LGC Cargo appealed against the decision adopted by RRT and it is being considered by the court.

In 2021, **UAB Gargždų Geležinkelis** addressed RRT with regard to the amendment to the network statement of public railway infrastructure for the validity period of the 2021-2022 working timetable and requested to recognise the amendments as unlawful and oblige the public railway infrastructure manager to adopt the objective criteria for the readiness to use the requested capacity.

**Result.** In 2021, RRT, having examined the complaint of UAB Gargždų geležinkelis, **adopted the decision to dismiss the complaint as unfounded**, as it was established that the network statement of public railway infrastructure for the validity period of the 2021-2022 working timetable set out clear criteria for the readiness to use the requested capacity and they were applicable to all applicants.

In 2021, **UAB Gargždų Geležinkelis** addressed RRT with regard to the infrastructure manager's actions when allocating capacity for the validity period of the 2021-2022 working timetable for rail transport.

The applicant requested RRT to analyse the actions carried out by public railway infrastructure manager and oblige it to allocate requested capacity to UAB Gargždų geležinkelis and verify the actual calculation of the public railway infrastructure capacity.

**Result.** RRT accepted the complaint of UAB Gargždų geležinkelis for examination. Pursuant to the provisions of Article 7<sub>1</sub>(2) of the Code, in the absence of the complete material for the examination of the complaint, the examination was not finished in 2021 and was rescheduled for 2022.

In 2021, **UAB LGC Cargo** addressed RRT with regard to the actions taken by the public railway infrastructure manager regarding the recalculation of the charge for the use of the public railway infrastructure.

The applicant requested RRT to analyse the actions carried out by public railway infrastructure manager and recognise the recalculation of the charge for the use of the public railway infrastructure as unlawful.

**Result.** RRT accepted the complaint of UAB LGC Cargo for examination. Pursuant to the provisions of Article 7<sub>1</sub>(2) of the Code, in the absence of the complete material for the examination of the complaint, the examination was not finished in 2021 and was rescheduled for 2022.

**Investigation carried out at the initiative of RRT.** In 2021, RRT, at its own initiative, launched the investigation regarding the charges set by the public railway infrastructure manager for the validity period of the working timetable of 2021-2022 for the services provided in rail service facilities: use of station and/or access rail tracks for propulsion of wagons assigned to the rail service facility, and use of train formation and shunting facilities. Although the investigation was not completed in 2021, the public railway infrastructure manager repaid EUR 489,342.5 to the service users for exceedingly accounted services which were not provided.

## 13. SUPERVISION OF THE CALCULATION OF THE CHARGES FOR DOCUMENT SUBMISSION AND DATA REGISTRATION

As of 1 May 2018<sup>34</sup>, RRT has carried out the supervisory functions for the calculation of charges for the submission of documents.

As of 27 March 2019, RRT <sup>35</sup> has carried out the supervisory functions for the calculation of charges for the registration of registry objects.



A positive conclusion on the justification of eligible costs of SE Centre of Registers was submitted by RRT.



A negative conclusion on the justification of the calculation of the charges for submission of documents and/or registration of the registry objects by State Enterprise Regitra was submitted by RRT.



The assessment of the justification of the calculation of charges of state-owned enterprise Agricultural Information and Rural Business Centre was launched.

#### RRT provided the conclusion on the justification of eligible costs of SE Centre of Registers.

In 2021, CR provided RRT with information on the costs incurred in 2020 subject to the free of charge submission of documents and/or registration of registry objects set out in the laws together with the audit firm's report for the conclusion on the justification of eligible costs. CR indicated the amount of EUR 12,901,677.69 of costs incurred for compensation from the state budget.

On 1 April 2021, RRT, having assessed the information submitted by CR, provided CR with the finding that only part of the amount of eligible costs calculated by CR which are requested to be compensated from the state budget funds (EUR 11,212,484.78) was justified. When CR provided RRT with a clarified amount of eligible costs – EUR 12,897,340.85, RRT submitted the conclusion of 30 April 2021 that the justified amount of eligible costs of CR was only EUR 11,212,484.78.

CR disagreed with the RRT's conclusion and applied to the court. The Court of First Instance decided that the proceedings were to be terminated and this decision was appealed against before the Court of Second Instance which decided to repeal the decision of the Court of First Instance and refer it back to the Court of First Instance. The proceedings are ongoing.

## RRT submitted the conclusion on the justification of the calculation of the charges for registration of the registry objects and/or submission of documents by State Enterprise Regitra.

In 2021, Regitra provided RRT with the documents and information together with the audit firm's report to receive the conclusion on the justification of the calculation of the charges of Regitra. RRT, having assessed the submitted documents and information, provided a negative finding to Regitra on 23 August 2021 by indicating the drawbacks identified during the assessment and requested to provide clarified information. Regitra notified RRT that it would provide the clarified information in 2022.

<sup>&</sup>lt;sup>34</sup> 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'.

<sup>&</sup>lt;sup>35</sup> 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.

## The assessment of the justification of the calculation of charges of state-owned enterprise Agricultural Information and Rural Business Centre (AIRBC) is performed.

In 2021, AIRBC provided RRT with the documents and information together with the audit firm's report to assess the justification of the calculation of the charges. RRT, having assessed the submitted documents and information, established that AIRBC failed to provide all information and requested it to submit the missing documents and additional information. The assessment of the justification of the calculation of charges of AIRBC will be continued when AIRBC provides all necessary information to assess the justification of the calculation of charges in 2022.

In 2021, RRT provided written and oral methodological assistance to all inquiring entities in relation to the application of the provisions 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, Provision of Data of the State Information Systems. The methodological assistance was provided to the Ministry of Health of the Republic of Lithuania, AIRBC, Regitra, Lithuanian Hydrometeorological Service under the Ministry of Environment and representatives of the companies consulting the entities and/or calculating the charges.

## 14. RRT PRIORITIES FOR 2022

RRT continued activities commenced last year and set the following priorities for 2022:

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 service 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 costorientation.

RRT priorities were set taking account of the objectives and targets established in the Programme of the Eighteenth Government of the Republic of Lithuania<sup>36</sup> ('Programme of the Government of the Republic of Lithuania') under which it is intended to expand digitalisation, adhere to the principles of environmental policy, maintain and motivate highest-competence professionals, improve the quality of public services and increase the public's trust in the public sector, aim for smooth transition to fifth generation mobile communications (5G) deployment, continue timely and high-quality provision of open data, etc.

Also, RRT will contribute to the implementation of the missions provided for in the plan for the implementation of the provisions of the Programme of the Government of the Republic of Lithuania<sup>37</sup> by participating in the implementation of the initiatives which aim at consolidating the fields of electronic identification and electronic transaction trust services, regulating the electronic identification policy, transferring the functions of policy-making and implementation in relation to electronic identification and electronic transaction trust services to one ministerial management field, assigning bodies responsible for the implementation of this policy and setting their functions, also implementing the measures provided in the Republic of Lithuania 2020-2025 fifth generation mobile communications (5G) development guidelines enabling the deployment of 5G networks.

1. Protection of the rights and legitimate interests of users of electronic communications and trust services, postal services, radiocommunication and electrical and electronic apparatus

1.1. The aim is that the service users, including the consumers, have an option of facilitated access to the technologically advanced electronic communications and postal services which satisfy their needs:

1.1.1. In 2022-2024, the measurements of public mobile voice communications service quality indicators will be conducted in the networks of UAB Bité Lietuva, Telia Lietuva, AB and UAB Tele2, including the measurements of the voice transmission quality indicators, where those operators launch voice transmission services by means of VoLTE technology. The measurements will be carried out by means of drive tests on Lithuanian city streets and roads by focusing on regional roads and rural areas to assess the quality of mobile communications services in the regions. The measurements of the quality of mobile internet data transmission services will be conducted in the networks of UAB Bité Lietuva, Telia Lietuva, AB and Tele2 UAB by focusing on the measurements of data transmission speed and delay on LTE and 5G networks which are carried out when driving down the city streets and

<sup>&</sup>lt;sup>36</sup> Resolution No XIV-72 of the Seimas of the Republic of Lithuania of 11 December 2020 'On the Programme of the Eighteenth Government of the Republic of Lithuania'.

<sup>&</sup>lt;sup>37</sup> Resolution No 155 of the Government of the Republic of Lithuania of 10 March 2021 'On the approval of the plan for the implementation of the provisions of the Programme of the Eighteenth Government of the Republic of Lithuania'.

main roads and covering less populated areas. The measurements will reveal the changes in the mobile internet data transmission service quality indicators with respect to communications technologies newly deployed by electronic communications service providers, coverage of provided services, location and mobility of electronic communications service users, which, when taken into account, will enable the users to choose the services which meet their needs the best. The results of the measurements will be presented in publicly available annual reports on the assessment of public mobile voice communications service quality indicators which are published on the website *https://www.rrt.lt/istekliai/rysio-paslaugu-kokybes-ataskaitos/viesuju-judriojo-telefono-rysio-paslaugu-kokybes-*

rodikliu-ataskaitos/ and reports on the assessment of wireless internet access service quality indicators published on the website https://www.rrt.lt/istekliai/rysio-paslaugu-kokybes-ataskaitos/belaides-interneto-prieigos-paslaugukokybes-rodikliu-ataskaitos/.

In addition, the measurements of mobile internet data transmission service quality will be performed on the networks of UAB Bite Lietuva, Telia Lietuva, AB and UAB Tele2 on the routes of passenger transportation by rail transport in the Republic of Lithuania, taking account of the objective to create 'gigabit' society set out by the European Commission which provides that high-speed mobile communications, including fifth generation (5G) mobile communications, covers not only urban areas of the EU, but also the major transport roads – highways and railways – by 2025.

To reach those goals, technical equipment designed to measure mobile internet access service quality indicators inside and outside the building which supports the up-to-date technologies of the operators' networks and services provided by them as well as ensures the accuracy and quality of the measurement results is to be purchased in 2023. It is intended to upgrade the software for the measurements of wireless internet access and public mobile voice communications service quality indicators in 2024.

The results of such measurements will be available on the interactive website *http://matavimai.rrt.lt/* managed by RRT.

1.1.2. To assess the efficiency of the competition among the electronic communications service providers and prevent the abuse of a dominant position, RRT will carry out the following analyses of the electronic communications market:

2022 market analysis on broadcasting services to provide content services to end users, market analysis
of services of providing broadcasting transmission means and market analysis of wholesale high-quality access at a
fixed location;

 2024 market analysis of call termination in individual public electronic communications networks provided at a fixed location, market analysis of wholesale central access at a fixed location for the mass-market products and market analysis of wholesale local access at a fixed location.

1.1.3. RRT will continue the monitoring of the implementation of Regulation (EU) 531/2012<sup>38</sup> and supervision of the market to determine if the mobile operators follow the provisions of Regulation (EU) 531/2012, if the electronic communications service users are not discriminated against, and if, when providing the services and making settlements between the operators, the discriminatory provisions are not applied. If the need arises, the decisions on the application of tariffs of national mobile communications services for roaming services when travelling in the EU and countries of the European Economic Area will be adopted.

1.1.4. As of 15 May 2019, new retail prices of international calls set out in Article 5a of Regulation (EU) 2015/2120<sup>39</sup> entered into force in all EU Member States and European Economic Area countries: calls to those countries cost up to 0.19 EUR/min (0.23 EUR/min incl. VAT), short messages SMS – 0.06 EUR/min (0.07 EUR/min incl. VAT). Incoming calls are not charged for the Lithuanian service users. In 2022-2024, the supervision of the implementation and compliance with the provisions of Regulation (EU) 2015/2120, including new and/or amended provisions, if any, will be carried out, and the electronic communications service providers will be provided with the methodological assistance.

1.1.5. RRT, as part of the implementation of the provisions of Article 103 of Directive (EU) 2018/1972<sup>40</sup> will enable 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. This option will ensure the promotion of effective competition in the field of electronic communications, help the users compare internet access services and

<sup>&</sup>lt;sup>38</sup> Regulation (EU) No 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications networks within the Union, with any amendments thereto.

<sup>&</sup>lt;sup>39</sup> Regulation (EU) 2015/2120 of the European Parliament and of the Council of 25 November 2015 laying down measures concerning open internet access and amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services and Regulation (EU) No 531/2012 on roaming on public mobile communications networks within the Union, with any amendments thereto.

<sup>&</sup>lt;sup>40</sup> Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code.

number-based interpersonal communications services provided by different electronic communications service providers, and choose the proposal which meets the user's expectations and needs the best.

1.1.6. In 2022-2024, RRT will carry out the monitoring of universal electronic communications services (use). RRT, when implementing the provisions of Articles 84, 85 and 86 of Directive (EU) 2018/1972, will assess, at least once in 3 years, if universal electronic communications services 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 and social service users who receive social services under the terms and conditions set out in the Republic of Lithuania Law on Social Services. RRT, having determined that universal electronic communications services are not affordable to the deprived residents or social service users in the territory of the Republic of Lithuania or part thereof under usual commercial conditions, will have the right to oblige the electronic communications services to provide the deprived residents or social service users with affordable universal services at the prices which differ from the respective prices of public electronic communications services applied under usual commercial conditions.

1.1.7. The supervision of the application of universal postal service tariffs will be performed, the compliance of the universal postal service provider with the principles of cost accounting management and requirements for the cost accounting system will be assessed. Moreover, the supervision of application of tariffs for the provision of the service of delivery of periodical publications to subscribers in rural areas and assessment of cross-border parcel tariffs applied by the universal postal service provider AB Lietuvos Paštas will be carried out in line with the implementation of the provisions of Regulation (EU) 2018/644<sup>41</sup>.

1.1.8. It is intended to improve the functioning of the information system for the management of numbers and codes, and the right to use domains containing the name of Lithuania and administration of the list of electronic communications services and network providers in order to expand access to it, thus ensuring the more effective allocation of electronic communications resources (numbers) and/or administration, including an option to automate those processes. In 2022, the continuous modernisation of the information system for the management of numbers and codes, the right to use domains containing the name of Lithuania and administration of the list of electronic communications services and network providers will be performed.

1.1.9. In order to ensure the implementation of the provisions of Regulation (EU) 2018/644, the data collection from the postal parcel delivery service providers will be improved by using the information system for submission of regular reports. In 2023, the expansion of the information system for submission of regular reports is intended by creating an additional analysis module (automate quarterly report analysis processes).

## 1.2. It will be ensured that the Lithuanian market is supplied with radio equipment and electrical and electronic apparatus which are safe to use and comply with the requirements:

1.2.1. To strengthen the market surveillance and make it more uniform, Regulation (EU) 2019/1020<sup>42</sup>. was approved. Based on this regulation, the EU product compliance network (PCN) will be created; it will be designed to gain efficiency by aligning the market surveillance with the practices applied within the EU and countries of the European Economic Area.

RRT will carry out, within its competence, the market surveillance for radio equipment and electrical and electronic apparatus falling within the scope of Directive 2014/30/EU <sup>43</sup> and Directive 2014/53/EU<sup>44</sup> (i.e. it will supervise administrative requirements (for CE marking, EU 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.

To protect the users and electronic communications networks against the radio equipment and electrical and electronic apparatus which are not compliant with the requirements and emit harmful interference, RRT will regularly carry out the market surveillance and assess their compliance by performing tests under harmonised standards.

RRT, within its competence, will ensure the compliance with the requirements applied to equipment and apparatus, prevention of the violations of the conditions for the use of equipment and apparatus, prevention of the use and/or import of equipment, apparatus, radio transmission devices and radio monitoring equipment in the Republic of Lithuania without a licence where that licence is necessary under legal acts, lawful use and/or possession of radio jamming devices.

<sup>&</sup>lt;sup>41</sup> Regulation (EU) 2018/644 of the European Parliament and of the Council of 18 April 2018 on cross-border parcel delivery services.

<sup>&</sup>lt;sup>42</sup> Regulation (EU) 2019/1020 of the European Parliament and of the Council of 20 June 2019 on market surveillance and compliance of products and amending Directive 2004/42/EC and Regulations (EC) No 765/2008 and (EU) No 305/2011. Regulation (EU) 2019/1020 will enter into force, in its entirety, on 16 July 2021.

<sup>&</sup>lt;sup>43</sup> Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to electromagnetic compatibility, including all amendments thereto.

<sup>&</sup>lt;sup>44</sup> Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC, including all amendments thereto.

RRT will continue the 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 in Želvos St. 12 in Kaunas'. By December 2022, RRT intends to install a semi-anechoic chamber, expand the accredited laboratory for electromagnetic compatibility and effective use of radio frequency spectrum, 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 devices, motor vehicles and electric vehicles, rolling stock, unmanned aircrafts, including those of large dimensions.

1.2.2. In order to ensure the compliance with the requirements set forth in the Technical Regulation for Electromagnetic Compatibility<sup>45</sup> and Technical Regulations of Radio Equipment<sup>46</sup> RRT will carry out the surveillance of the market of radio equipment and electrical and electronic apparatus so that the market of the Republic of Lithuania is supplied with the radio equipment and devices compliant with the requirements. RRT regularly upgrades the existing equipment to carry out those functions and intends to allocate funding, for a period of 2023-2024, for the acquisition of metrological equipment designed for testing the effective use of radio spectrum and electromagnetic compatibility, as well as equipment necessary to control the essential requirements for the use of radio spectrum and emitted electromagnetic interference, resistance and safety. It is intended to participate in the market surveillance campaigns held by the administrative cooperation groups EMC ADCO and ADCO RED of the EU Member States and countries of the European Economic Area by carrying out the assessment of the compliance of devices and/or equipment with Directive 2014/30/EU and Directive 2014/53/EU by drafting the procedures for conducting campaigns and reports: 14th campaign of the EU countries under Directive 2014/30/EU – MSC-EMC-14 (USB chargers), 13th campaign of the EU countries under Directive 2014/53/EU.

1.2.3. To protect the users and public electronic communications networks of the Republic of Lithuania against poor-quality radio equipment and electrical and electronic apparatus emitting electromagnetic interference and strengthen mutual cooperation, RRT will continue its cooperation with the Customs Department under the Ministry of Finance of the Republic of Lithuania and exchange information on radio equipment and electrical and electronic apparatus imported to the Republic of Lithuania from the third parties. RRT will also cooperate with the administrations of other EU countries and members of the European Economic Area in the fields of market surveillance and assessment of equipment compliance, by actively participating in the EMC administrative cooperation EMC ADCO Working Group and RED administrative cooperation ADCO RED Working Group by means of the information and communication system for market surveillance (ICSMS) and communication information resource centre for administrations (CIRCABC).

1.3. The supervision of the trust service provider's compliance with the requirements set out in Regulation (EU) 910/2014<sup>47</sup> and other legal acts will be performed, the national trusted services list (TSL) will be compiled and published. In 2022-2024, it is intended to assess the business documents and compliance assessment reports of all qualified trust service providers. During a series of GovTech challenges organised by the Agency for Science, Innovation and Technology (MITA), RRT raised a challenge 'How to innovatively perform the supervision of trust service providers?' and to implement its solutions it is planned to acquire a tool for the automation, development and maintenance of trust service providers' supervisory processes. Information on trust services and electronic signature will be published on the website *www.elektroninisparasas.lt* to raise awareness. In 2023, the modernisation of the electronic signature remote training system is planned. To promptly solve the issues related to the management of trust service incidents, it is planned to acquire a platform for the prompt exchange of information on such incidents between the trust service providers, RRT and other stakeholders in 2023.

The Ministry of Economy and Innovation of the Republic of Lithuania has drafted the draft law on amendment and supplementing Law No XIII-1120 on Electronic Identification and Trust Services for Electronic Transactions and has coordinated it with the stakeholders; its aim is to consolidate the fields of electronic identification and trust services for electronic transactions, regulate the policy of electronic identification, transfer the functions of policymaking and implementation in relation to electronic identification and electronic transaction trust services to the Ministry of Economy and Innovation, assign the bodies responsible for the implementation of this policy and set their functions. The explanatory note of this project specifies that taking account of the fact that part of services of the issuance of electronic identification means share many similarities with the trust services (e.g. electronic identification certificate and electronic signature certificate are issued by the same persons in the same carriers – qualified electronic signature creation devices), RRT could use the existing competence and excellence in the field of

<sup>&</sup>lt;sup>45</sup> Order No 1V-1328 of the Director of RRT of 15 December 2006 'On the Approval of the Technical Regulation on Electromagnetic Compatibility'.

<sup>&</sup>lt;sup>46</sup> Order No 1V-670 of the Director of RRT of 14 June 2016 'On the Approval of the Technical Regulation on Radiocommunication Equipment'.

<sup>&</sup>lt;sup>47</sup> 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.

electronic identification in a targeted way, therefore, RRT could be assigned as a body supervising electronic identification service providers.

If RRT is assigned as a body supervising electronic identification service providers, it would be assigned with completely new functions requiring high competence in the field of supervision of electronic identification service providers whose performance would require at least two additional posts funded from the state budget. Taking this into account, the implementation of these new functions would require additional funds from the state budget – EUR 68.7 thousand per year.

1.4. In 2021-2022 (15 months), the participation in the project 'Safer Internet' will be continued in cooperation with the partners: National Agency for Education, Association Langas j ateitj, Public Enterprise Vaiky linija. RRT will further contribute to the project by carrying out the internet hotline functions and prevention of illegal and harmful online content in electronic space provided for in the Republic of Lithuania Draft Law on Education. Awareness on how to safely and respectfully behave online, how to recognise illegal and harmful online content will be raised. Information on internet hotline 'Clean Internet' dedicated to the public will be published on the website www.švarusinternetas.lt. The activities of the international internet hotline association INHOPE will be actively promoted and international actions for the fight against illegal and harmful online content will be aligned. In 2022, the improvement of a tool developed as part of the GovTech challenge series organised by MITA - 'How to identify the prohibited online content by automated means?' - is planned; the tool allows performing the automatic search of prohibited content (child sexual abuse, pornography, etc.) on the websites operating in Lithuania. RRT will further encourage the Lithuanian electronic information hosting service providers to join the memorandum on clean internet environment and demonstrate the intolerance toward prohibited information in their service stations (servers). Currently, 10 service providers have joined the Memorandum. 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 specialised website www.esaugumas.lt.

1.5. To transpose the provisions of Directive (EU) 2018/1972 into national law, the draft amendments to the Republic of Lithuania Law on Electronic Communications and related laws were drawn up and adopted in 2021. In 2022, the improvement of national legal regulation will be continued to effectively implement the provisions of Directive (EU) 2018/1972 and align the provisions of legal acts in force with the different RRT management model.

1.6. RRT, as a partner of the project, participated, in 2021, and will participate, in 2022, 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' (code No 02.2.1-CPVA-V-523-01-0001). 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. By participating in this project, RRT is responsible for an open data set on electronic communications resources and radio stations.

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

2.1. Evolution of technologies is one of the main drivers of society 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 2022-2024, the greatest focus will be placed on the allocation of the radio frequencies (channels) from the 3400-3800 MHz and 24.25-27.5 GHz frequency bands to the operators.

2.2. On 12 October 2021, the Ministry of Transport and Communications, RRT and other public sector institutions and telecommunication service operators agreed on strategic actions when implementing the development of fifth-generation mobile communications (5G) within the territory of Lithuania and signed a memorandum under which 5G should be available at least in one major city of Lithuania by 2022, in the territories of Vilnius, Kaunas, Klaipėda, Šiauliai and Panevėžys by 2023, in the territories of all cities, international transport corridors 'Via Baltica' and 'Rail Baltica', national roads, railways, airports and seaports by 2025.

2.3. According to the approved Plan for the Radio Communications Development in the 470-790 MHz Radio Frequency Band<sup>48</sup>, by 30 July 2022 the licences for the use of radio frequencies (channels) from the 694-790 MHz ('700 MHz) frequency bands will need to be issued, and the licence holders will need to launch commercial 5G

<sup>&</sup>lt;sup>48</sup> 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'.

services, in 2022, in at least one of the five major cities of the Republic of Lithuania; no later than on 31 December 2023 – in five major cities of the Republic of Lithuania, and no later than on 31 December 2025 – to install terrestrial radiocommunication systems and provide access to the 700 MHz frequency band in the international transport corridors ('Via Baltica', 'Rail Baltica') and national highways in order to receive at least 30 Mb/s data transmission speed-rate electronic communications services, where the licence grants the right to use the 2x10 MHz width frequency band, or at least 15 Mb/s speed-rate electronic communications services, where the licence grants the right to use the 2x5 MHz width frequency band.

2.4. On 25 October 2021, RRT announced the auction granting the right to use radio frequencies (channels) from the 713-733 MHz and 768-788 MHz frequency bands. By means of these radio frequencies (channels) the next generation 5G mobile networks will be deployed in the territory of the Republic of Lithuania and 5G electronic communications services will be provided. The auction documents will be accepted by 25 January 2022, and the auction winners are likely to be announced in March 2022. The auction winners will need to meet the respective requirements set out in item 2.3 of the radiocommunication development plan. In 2022-2024, 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.

2.5. To implement the provisions of Decision (EU) 2017/899<sup>49</sup> – by 30 June 2020 (with a possible delay), to allow for the use of the 700 MHz frequency band for terrestrial systems capable of providing wireless broadband services, and ensure, by 2030, that the 470-694 MHz frequency band could be used for broadcasting services, including free television – RRT will seek that the 700 MHz frequency band is freed up from television broadcasting services in the neighbouring countries as a part of the international coordination of radio frequencies.

2.6. In 2022, following Decision (EU) 2019/235<sup>50</sup>, RRT plans to announce the auction granting the right to use radio frequencies (channels) from the 3400-3800 MHz radio frequency bands and issue the licences for the use of the respective radio frequencies (channels) to the auction winners. In 2023-2024, the focus will be placed on the supervision of how licence holders follow the conditions for the use of the 3400-3800 MHz radio frequency band and minimum development requirements.

2.7. Based on Decision (EU) 2019/784<sup>51</sup> and Directive (EE) 2018/1972, it is mandatory to allow the use of at least 1 GHz from the 24,25-27,5 GHz radio frequency band, if the market demand exists. In 2019-2020, RRT conducted the public survey and determined that the market demand for the use of at least part of radio frequencies (channels) from the 24,25-27,5 GHz frequency bands for 5G radiocommunication networks would only be likely after 2023. In 2022-2024, RRT will analyse the use of the 24,25-27.5 GHz radio frequencies (channels) from this procedures out international coordination of radio frequencies (channels) from this band and, in case of applications, the procedures for its allocation.

2.8. 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 2022-2023, RRT will seek to reach an agreement and come up with the mutually suitable solution. By allocating the 1427-1517 MHz frequency band for commercial and state needs – to satisfy the needs related to the use of radiocommunication for the purpose of national defence – RRT will seek the harmonised use of this frequency band in Lithuania, Latvia and Estonia.

2.9. In 2022-2024, 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.

2.10. To increase the accuracy of the calculations of electromagnetic compatibility, geographical data on the rise of the buildings of the territory of the Republic of Lithuania obtained after the laser-scanning of the territory of Lithuania and acquired in 2021 will be integrated in the systems used by RRT in 2022-2024.

2.11. 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 information 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.

2.12. The implementation of the provisions of Article 3(3) of Regulation (EU) 2020/1070<sup>52</sup> will improve the opportunities provided to the operators in 2021 to join RRT's radio spectrum management information system and

<sup>&</sup>lt;sup>49</sup> 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.

<sup>&</sup>lt;sup>50</sup> Commission Implementing Decision (EU) 2019/235 of 24 January 2019 amending Decision 2008/411/EC as regards an update of relevant technical conditions applicable to the 3400-3800 MHz frequency band.

<sup>&</sup>lt;sup>51</sup> Commission Implementing Decision (EU) 2019/784 of 14 May 2019 on harmonisation of the 24,25-27,5 GHz frequency band for terrestrial systems capable of providing wireless broadband electronic communications services in the Union.

<sup>&</sup>lt;sup>52</sup> 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.
provide information on small-area wireless points of access to the electronic communications network deployed by them.

2.13. On 11 November 2021, the Seimas of the Republic of Lithuania adopted Republic of Lithuania Law No XIV-635 on the Amendment of Law No IX-2135 on the Electronic Communications which transposes Directive (EU) 2018/1972. Article 40(16) of the recast Law on Electronic Communications provides for an obligation of the electronic communications service providers to ensure end users' access to public electronic communications services by means of devices with the integrated subscriber's identification modules and the right to change the public electronic communications service provider by retaining the number (if any) but without changing the subscriber's identification module in terminal equipment and without physical access to terminal equipment as of 1 January 2023. To enable the practical implementation of this provision, at the end of 2021, the analysis of a good global practice and Lithuanian actual situation was conducted and the study 'Model for promotion of the use of integrated subscriber's identification modules (eSIM) in Lithuania' was drafted as an implementing action of the 'DNA of the Future Economy' plan in the field of digital economy and business. Technology eSIM provides the mobile communications service users with access to over-the-air services. This is especially relevant to organisations which manage a lot of communications, e.g. mobile communications or Internet of Things (IoT) devices. The implementing legal acts adopted in 2022 after the assessment of the study results and expectations of policy makers and public needs will enable seeking the deployment and use of electronic communications services based on advanced technologies by ensuring end users' access to electronic communications services by means of terminal equipment with integrated subscribers' identification modules (eSIM) and their right, when they change the service provider, to refrain from changing the subscriber's identification module in terminal equipment and carry out the process by means of over-the-air provisioning. When cooperating with the public electronic communications service providers, the adequate fulfilment of the obligation established in Article 40(16) of the Law on Electronic Communications will be sought. In 2022, the study results will be implemented in practice.

## 3. 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 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 and services provided by such facilities which are known to all railway transport market participants in advance.

To ensure non-discriminatory conditions for railway undertakings (carriers) in terms of receiving public railway infrastructure capacity and access to railway service facilities and services provided therein, the handling of the complaints of railway undertakings (carriers) will be continued and/or investigations, at the initiative of RRT, will be carried out with regard to potential restrictions of access to railway infrastructure.

A large focus will be placed on the compliance with the requirements for unbundling of accounting of the public railway infrastructure manager and analysis of the compliance with the requirements of the description of the procedure for the unbundling of accounting of railway transport activities. When the public railway infrastructure manager assesses the rail transportation market segments and publishes the list of rail transportation segments which may apply mark-ups, the review of the establishment of rail transportation market segments will be performed.

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

In 2022-2024, the cost-based justification 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 will be published.

The compliance with the provisions of this description implemented by authorities and/or register managers registering the registry objects will be supervised, methodological assistance to authorities and/or register managers which register the registry objects will be provided with regard to the application of the provisions of this description.

If necessary, the proposals on the improvement of legal regulation will be tabled.

### 15. ANNEX 1. ORDERS OF THE DIRECTOR OF RRT ADOPTED IN 2021

1. Order No (1.9E)1V-51 of the Director of RRT of 13 January 2021 'On the Amendment of Order No 1V-240 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 26 February 2019 'On the Approval of the Information System Security Documents of the Communications Regulatory Authority of the Republic of Lithuania';

2. Order 1.9E)1V-52 of the Director of RRT of 14 January 2021 'On the liquidation of the electronic services information system of the Republic of Lithuania Communications Regulatory Authority, establishment of the operator network information system and information system for submission of regular reports and approval of their provisions';

3. Order No (1.9E)1V-102 of the Director of RRT of 29 January 2021 'On the Amendment of Order No 1V-1255 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 20 December 2018 'On the Approval of the Typical Terms of Reference of the Calculation of Charges for the Registration of Registry Objects and/or Submission of Documents and Verification of Eligible Costs';

4. Order No (1.9E)1V-147 of the Director of RRT of 18 February 2021 'On the Amendment of Order No 1V-978 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 14 October 2011 'On the Approval of the Rules on Installation, Marking, Maintenance and Use of Electronic Communications Infrastructure';

5. Order No (1.9E)1V-192 of the Director of RRT of 3 March 2021 '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';

6. Order No (1.9E)1V-382 of the Director of RRT of 21 April 2021 'On the Amendment of Order No 1V-148 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 11 February 2005 'On the Approval of the Internal Regulation of the Communications Regulatory Authority of the Republic of Lithuania';

7. Order No (1.9E)1V-606 of the Director of RRT of 23 June 2021 'On Setting the Tariff Coefficients for the Supervision of the Use of Radio Frequencies (Channels), including Radio Monitoring, and of Telephone Numbers';

8. Order No (1.9E)1V-691 of the Director of RRT of 16 July 2021 'On the Amendment of Order No 1V-824 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 28 September 2005 'On the Approval of the Rules on the Auction Granting the Right to Use Electronic Communications Resources';

9. Order No (1.9E)1V-742 of the Director of RRT of 11 August 2021 'On the Amendment of Order No 1V-978 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 14 October 2011 'On the Approval of the Rules on Installation, Marking, Maintenance and Use of Electronic Communications Infrastructure';

10. Order No (1.9E)1V-847 of the Director of RRT of 13 September 2021 'On the Amendment of Order No 1V-1536 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 19 December 2007 'On the Approval of the Procedure for the Assignment and Use of Radio Call Signs';

11. Order No (1.9E)1V-957 of the Director of RRT of 21 October 2021 'On the Amendment of Order No 1V-731 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 10 August 2018 'On the Approval of the Plan for the Radio Communications Development in the 470-790 MHz Radio Frequency Band';

12. Order No (1.9E)1V-967 of the Director of RRT of 25 October 2021 'On the Amendment of Order No 1V-1025 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 29 July 2014 'On the Approval of Maximum Tariffs of the Universal Postal Service';

13. Order No (1.9E)1V-1096 of the Director of RRT of 1 December 2021 'On the Amendment of Order No 1V-297 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 17 September 2004 'On the Approval of the Rules on Market Analyses';

14. Order No (1.9E)1V-1095 of the Director of RRT of 1 December 2021 'On the Amendment of Order No 1V-261 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 24 February 2006 'On the Approval of the Rules on Connection to the Public Communications Network at a Fixed Location and Determination of Public Telephone Service Quality Indicators and Provision of Data';

15. Order No (1.9E)1V-1098 of the Director of RRT of 02 December 2021 'On the Amendment of Order No 1V-978 of the Director of the Communications Regulatory Authority of the Republic of Lithuania of 14 October 2011 'On the Approval of the Rules on Installation, Marking, Maintenance and Use of Electronic Communications Infrastructure';

16. Order No (1.9E)1V-1100 of the Director of RRT of 2 December 2021 'On the Approval of the Specification of the Procedure for the Calculation of Voice Call Termination Service Prices';

17. Order No (1.9E)1V-1104 of the Director of RRT of 3 December 2021 '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 Permit';

18. Order No (1.9E)1V-1168 of the Director of RRT of 22 December 2021 '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'.

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# 16. ANNEX 2. IMPLEMENTATION OF FACTORS OF OBJECTIVES AND TASKS OF THE COMMUNICATIONS MANAGEMENT AND CONTROL PROGRAMME FOR 2021

Code of the evaluated factor	Titles and measurement units of objectives, tasks, evaluation factors	Planned value for 2021	Value achieved in 2021	Implementation
Objective 1	Assurance of effective and transparent competition on			
_	the electronic communications and postal service			
	markets and of effective supervision of economic			
	operators on these markets			
R-01-81-01-01	The share of the market of alternative public fixed	21	20.8	99.0
	communications networks and service providers (%,			
	Overall trend of the recent years $-$ decreasing number of	public fixed t	elephone service us	ers: it dropped by 9.7%
	over the year (290.6 thousand in 2021, 321.9 thousand in	2020) The nu	mber of Telia Lietu	va AB service users fell
	by $31.4$ thousand (230.3 thousand in 2021, 2011) distance in by $31.4$ thousand (230.3 thousand in 2021, 261.7 thousand in 2021) and a statement of the state	and in 2020).	and the number of	other providers slightly
	increased (in 2021 - 60.3 thousand, in 2020 - 60.2 thousa	nd).		1 0 5
	The share of the market of alternative public fixed comm	unications net	works and service	providers increased from
	18.7% (in 2020) to 20.8% (in 2021).			
R-01-81-01-02	The market share of postal service providers (except	64.5	71.4	110.7
	for AB Lietuvos Paštas) (in terms of revenue, %)	·····		
	In 2021, postal sector revenue accounted for EUR 238.9 m	illion (EUR 20 $(EUR 12)$	74.1  million in  2020	). In 2021, the revenue of
P 01 81 01 03	The share of the market of providers of alternative	1100 (EUR 12)	<b>4</b> million in 2020)	. 101.8
K-01-01-01-03	broadband internet access provided by means of fixed	40.75	47.0	101.0
	communications technologies (in terms of the number			
	of end users, %)			
	The overall number of service users of broadband Internet	t access provid	ed by means of fixe	d communications
	technologies went up by 0.7% in 2021 and accounted for	802.4 thousand	d (in 2020 – 796.8 th	nousand).
	The overall number of end users of alternative broadband In	nternet access	provided by means	of fixed communications
	technologies went up by 0.5% in 2021 and accounted for 38	81.6 thousand	(in 2020 – 379.8 the	ousand).
Target 1 of	To ensure the absence of distortion and restrictions of			
Objective 1	competition in electronic communications and postal			
	SECTOR S			
P-01-81-01-01-	Inspections of how undertakings having significant	100	100	100
P-01-81-01-01- 01	Inspections of how undertakings having significant market power follow the imposed obligations (% of the	100	100	100
P-01-81-01-01- 01	Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)	100	100	100
P-01-81-01-01- 01	In 2021, 13 obligations were imposed and 13 obligations	100 were inspected	100 in case of economi	100 c operators having
P-01-81-01-01- 01	Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations) In 2021, 13 obligations were imposed and 13 obligations significant market power:	100 were inspected	100 in case of economi	100 c operators having
P-01-81-01-01- 01	Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations) In 2021, 13 obligations were imposed and 13 obligations significant market power: - On the market of voice call termination on individual pu anorthory. Talia Listuva, AB, UAB, Tala2, UAB, Bità List	100 were inspected blic mobile tel	100 in case of economi ephone networks, fo	100 c operators having or 7 economic
P-01-81-01-01- 01	Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations) In 2021, 13 obligations were imposed and 13 obligations significant market power: - On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bite Liet Mediafon Carrier Services. UAB Nacionalinis Telekomur	100 were inspected blic mobile tel uva, UAB CSC ukaciju Tinkla	100 in case of economi ephone networks, fc C Telecom, UAB EC	100 c operators having or 7 economic COFON, UAB
P-01-81-01-01- 01	Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations) In 2021, 13 obligations were imposed and 13 obligations significant market power: - On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liet Mediafon Carrier Services, UAB Nacionalinis Telekomur - On the market of call termination on individual public co	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla pommunication	100 in case of economi ephone networks, fo C Telecom, UAB EC s; s networks at a fixed	100 c operators having or 7 economic COFON, UAB t location, for Telia
P-01-81-01-01- 01	Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations) In 2021, 13 obligations were imposed and 13 obligations significant market power: - On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liet Mediafon Carrier Services, UAB Nacionalinis Telekomur - On the market of call termination on individual public co Lietuva, AB;	100 were inspected blic mobile tel uva, UAB CSO nikacijų Tinkla ommunications	100 in case of economi ephone networks, fo C Telecom, UAB EC s; s networks at a fixed	100 c operators having or 7 economic COFON, UAB d location, for Telia
P-01-81-01-01- 01	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Lietu Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public callietuva, AB;</li> <li>On the market of wholesale central access at a fixed loca</li> </ul> </li> </ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications tion for the ma	100 in case of economi ephone networks, fo C Telecom, UAB EC s; s networks at a fixed ass-market products	100 c operators having or 7 economic COFON, UAB l location, for Telia , for Telia Lietuva, AB;
P-01-81-01-01- 01	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bite Liet Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public con Lietuva, AB;</li> <li>On the market of wholesale central access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> </ul> </li> </ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications ation for the ma on, for Telia L	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB;	100 c operators having or 7 economic COFON, UAB l location, for Telia , for Telia Lietuva, AB;
P-01-81-01-01- 01	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bite Lietu Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public content Lietuva, AB;</li> <li>On the market of wholesale central access at a fixed location on the market of wholesale local access at a fixed location.</li> </ul> </li> </ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB;	100 c operators having or 7 economic COFON, UAB l location, for Telia , for Telia Lietuva, AB;
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P-01-81-01-01- 01	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liet Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public content Lietuva, AB;</li> <li>On the market of wholesale central access at a fixed location on the market of wholesale local access at a fixed location on the market of wholesale local access at a fixed location on the market of broadcasting transmission services to content the market of services of providing broadcasting transformation received in relation to the compliance of undertakings having significant market power with their ob</li> </ul> </li> </ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for leliver broadca asmission mean rs with signific ovision require ligations was a	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB; ist content to end us ns, for AB Lietuvos cant market power we ments, no violation analysed.	100 c operators having or 7 economic COFON, UAB d location, for Telia , for Telia Lietuva, AB; ers, for AB Radijo ir Televizijos vith the transparency s were detected. All
P-01-81-01-01- 01	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liet Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public collietuva, AB;</li> <li>On the market of wholesale central access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of broadcasting transmission services to collietuvos Radijo ir Televizijos Centras;</li> <li>On the market of services of providing broadcasting transformation received in relation to the compliance of undertakings having significant market power with their ob Number of analyses of the markets</li> </ul> </li> </ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for leliver broadca ismission mean rs with signific ovision require ligations was a 2	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB; tota Content to end us ns, for AB Lietuvos cant market power w ements, no violation analysed. 2	100 c operators having or 7 economic COFON, UAB d location, for Telia d, for Telia Lietuva, AB; ers, for AB Radijo ir Televizijos with the transparency s were detected. All
P-01-81-01-01- 01 P-01-81-01-01- 02	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liet Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public ca Lietuva, AB;</li> <li>On the market of wholesale central access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of broadcasting transmission services to a Lietuvos Radijo ir Televizijos Centras;</li> <li>On the market of services of providing broadcasting transformation received in relation to the compliance of undertakings having significant market power with their ob Number of analyses of the markets</li> </ul> </li> </ul>	100 were inspected blic mobile tel uva, UAB CSO nikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for leliver broadca ismission mean rs with signific ovision require ligations was a 2	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB; ist content to end us ns, for AB Lietuvos cant market power w ements, no violation analysed. 2	100 c operators having or 7 economic COFON, UAB d location, for Telia d, for Telia Lietuva, AB; ers, for AB Radijo ir Televizijos vith the transparency s were detected. All 100
P-01-81-01-01- 01 P-01-81-01-01- 02	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual puoperators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liet Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public callietuva, AB;</li> <li>On the market of wholesale central access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of broadcasting transmission services to a Lietuvos Radijo ir Televizijos Centras;</li> <li>On the market of services of providing broadcasting transformation received in relation to the compliance of undertakings having significant market power with their ob Number of analyses of the markets</li> </ul> </li> <li>Which may be applied <i>ex ante</i> regulation (pcs.)</li> </ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for leliver broadca usmission mean rs with signific ovision require ligations was a 2 8 December 20 single maximu	100 in case of economi ephone networks, fo C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB; telia Lietuva, AB; st content to end us ns, for AB Lietuvos cant market power w ements, no violation analysed. 2 20 supplementing I un Union-wide mole	100 c operators having or 7 economic COFON, UAB d location, for Telia d, for Telia Lietuva, AB; ers, for AB Radijo ir Televizijos with the transparency s were detected. All 100 Directive (EU) 2018/1972 pile voice termination rate
P-01-81-01-01- 01 P-01-81-01-01- 02	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bité Liett Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public calietuva, AB;</li> <li>On the market of wholesale central access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of broadcasting transmission services to a fixed of the market of services of providing broadcasting transmission services to a Lietuvos Radijo ir Televizijos Centras;</li> <li>On the market of services of providing broadcasting transmission received in relation to the compliance of undertakings having significant market power with their ob Number of analyses of the markets</li> </ul> </li> <li>Which may be applied <i>ex ante</i> regulation (pcs.)</li> <li>By Commission Delegated Regulation (EU) 2021/654 of 13 of the European Parliament and of the Council by setting a and a single maximum Union-wide fixed voice termination</li> </ul>	100 were inspected blic mobile tel uva, UAB CSC hikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for leliver broadca ismission mean rs with signific ovision require ligations was a 2 8 December 20 single maximu rate the Europe	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB; telia Lietuva, AB; st content to end us as, for AB Lietuvos cant market power w ements, no violation analysed. 2 )20 supplementing I im Union-wide mot can Commission set	100 c operators having or 7 economic COFON, UAB d location, for Telia d, for Telia Lietuva, AB; ers, for AB Radijo ir Televizijos vith the transparency s were detected. All 100 Directive (EU) 2018/1972 bile voice termination rate a single maximum Union-
P-01-81-01-01- 01 P-01-81-01-01- 02	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual put operators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liett Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public collietuva, AB;</li> <li>On the market of wholesale central access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of broadcasting transmission services to collietuvos Radijo ir Televizijos Centras;</li> <li>On the market of services of providing broadcasting transformation received in relation to the compliance of undertakings having significant market power with their ob Number of analyses of the markets</li> <li>which may be applied <i>ex ante</i> regulation (pcs.)</li> </ul> </li> <li>By Commission Delegated Regulation (EU) 2021/654 of 13 of the European Parliament and of the Council by setting a and a single maximum Union-wide fixed voice termination received in real of the council by setting a and a single maximum Union-wide fixed voice termination received in real of the council by setting a and a single maximum Union-wide fixed voice termination received in real of the council by setting a and a single maximum Union-wide fixed voice termination received in real of the council by setting a and a single maximum Union-wide fixed voice termination received in real of the council by setting a and a single maximum Union-wide fixed voice termination received in real of the council by setting a and a single maximum Union-wide fixed voice termination received in real of the council by setting a and a single maximum Union-wide fixed voice termination of wide mobile voice termination received and a single maximum Union-wide fixed voice termination of wide mobile voice termination received and a single ma</li></ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for leliver broadca asmission mean rs with signific ovision required ligations was a 2 8 December 20 single maximu rate the Europe imum Union-w	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB; telia Lietuva, AB; ist content to end us ns, for AB Lietuvos cant market power we ments, no violation malysed. 2 )20 supplementing I um Union-wide mole can Commission set vide fixed voice term	100 c operators having or 7 economic COFON, UAB d location, for Telia d, for Telia Lietuva, AB; ers, for AB Radijo ir Televizijos vith the transparency s were detected. All 100 Directive (EU) 2018/1972 bile voice termination rate a single maximum Union- nination rate (price) which
P-01-81-01-01- 01 P-01-81-01-01- 02	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual puoperators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liett Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public collietuva, AB;</li> <li>On the market of wholesale central access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of broadcasting transmission services to collietuvos Radijo ir Televizijos Centras;</li> <li>On the market of services of providing broadcasting transformation received in relation to the compliance of undertakings having significant market power with their ob Number of analyses of the markets</li> <li>Which may be applied <i>ex ante</i> regulation (pcs.)</li> </ul> </li> <li>By Commission Delegated Regulation (EU) 2021/654 of 13 of the European Parliament and of the Council by setting a and a single maximum Union-wide fixed voice termination received in a single maximum union-wide fixed voice termination receives in all EU Member</li> </ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for leliver broadca asmission mean rs with signific ovision require ligations was a 2 8 December 20 single maximu rate the Europe imum Union-w States. Taking	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB; Ist content to end us ns, for AB Lietuvos ant market power we ments, no violation malysed. 2 )20 supplementing I im Union-wide mole can Commission set vide fixed voice term this into account,	100 c operators having or 7 economic COFON, UAB d location, for Telia d, for Telia Lietuva, AB; ers, for AB Radijo ir Televizijos with the transparency s were detected. All 100 Directive (EU) 2018/1972 bile voice termination rate a single maximum Union- nination rate (price) which the market analyses were
P-01-81-01-01- 01 P-01-81-01-01- 02	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual pu operators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liett Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public collication. AB;</li> <li>On the market of wholesale central access at a fixed location on the market of wholesale local access at a fixed location on the market of wholesale local access at a fixed location. On the market of wholesale high-quality access at a fixed location on the market of broadcasting transmission services to collicatuvos Radijo ir Televizijos Centras;</li> <li>On the market of services of providing broadcasting transformation received in relation to the compliance of undertakings having significant market power with their ob Number of analyses of the markets</li> <li>Which may be applied <i>ex ante</i> regulation (pcs.)</li> </ul> </li> <li>By Commission Delegated Regulation (EU) 2021/654 of 13 of the European Parliament and of the Council by setting a and a single maximum Union-wide fixed voice termination reference in all EU Member performed in 2021 during which only a phase of the market on the council by a phase of the market performed in 2021 during which only a phase of the market performed in 2021 during which only a phase of the market performed in 2021 during which only a phase of the market performed in 2021 during which only a phase of the market performed in 2021 during which only a phase of the market performed in 2021 during which only a phase of the market performed in 2021 during which only a phase of the market performed in 2021 during which only a phase of the market performed in 2021 during which only a phase of the marke</li></ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for leliver broadca asmission mear rs with signific ovision require ligations was a 2 3 December 20 single maximu rate the Europe imum Union-w States. Taking urket analysis	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB; ist content to end us ns, for AB Lietuvos cant market power v ements, no violation analysed. 2 )20 supplementing I im Union-wide mole an Commission set vide fixed voice term this into account, procedure was con	100 c operators having or 7 economic COFON, UAB d location, for Telia , for Telia Lietuva, AB; ers, for AB Radijo ir Televizijos vith the transparency s were detected. All 100 Directive (EU) 2018/1972 oile voice termination rate a single maximum Union- nination rate (price) which the market analyses were upleted during which the
P-01-81-01-01- 01 P-01-81-01-01- 02	<ul> <li>Inspections of how undertakings having significant market power follow the imposed obligations (% of the imposed obligations)</li> <li>In 2021, 13 obligations were imposed and 13 obligations significant market power: <ul> <li>On the market of voice call termination on individual puoperators: Telia Lietuva, AB, UAB Tele2, UAB Bitė Liett Mediafon Carrier Services, UAB Nacionalinis Telekomur</li> <li>On the market of call termination on individual public calietuva, AB;</li> <li>On the market of wholesale central access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locat</li> <li>On the market of wholesale local access at a fixed locati</li> <li>On the market of wholesale local access at a fixed locati</li> <li>On the market of broadcasting transmission services to a Lietuvos Radijo ir Televizijos Centras;</li> <li>On the market of services of providing broadcasting transformation received in relation to the compliance of undertakings having significant market power with their ob Number of analyses of the markets</li> <li>which may be applied <i>ex ante</i> regulation (pcs.)</li> </ul> </li> <li>By Commission Delegated Regulation (EU) 2021/654 of 18 of the European Parliament and of the Council by setting a and a single maximum Union-wide fixed voice termination is wide mobile voice termination rate (price) and a single maximum union-wide fixed voice termination is decisions on the establishment, amendment and/or withdred access of the market of a single maximum union and access is a single maximum union access is a single maximum union and the single maximum union and the single maximum union access is a single maximum union and a single maximum union access at a single maximum union and a single maximum union and</li></ul>	100 were inspected blic mobile tel uva, UAB CSC nikacijų Tinkla ommunications ation for the ma on, for Telia L d location, for leliver broadca asmission mean rs with signific ovision require ligations was a 2 8 December 20 single maximu rate the Europe imum Union-w States. Taking urket analysis awal of the pu	100 in case of economi ephone networks, fc C Telecom, UAB EC s; s networks at a fixed ass-market products ietuva, AB; Telia Lietuva, AB; telia Lietuva, AB; ist content to end us ns, for AB Lietuvos cant market power w ements, no violation analysed. 2 2020 supplementing I im Union-wide mot can Commission set vide fixed voice term this into account, procedure was con ice control obligati	100 c operators having or 7 economic COFON, UAB l location, for Telia d, for Telia Lietuva, AB; ers, for AB Radijo ir Televizijos with the transparency s were detected. All 100 Directive (EU) 2018/1972 bile voice termination rate a single maximum Union- nination rate (price) which the market analyses were upleted during which the ons set for the economic

Code of the	Titles and measurement units of objectives, tasks,	Planned	Value	Implementation
factor	evaluation factors	for 2021	in 2021	
	on individual public communications networks at fixed loc for 7 economic operators: Telia Lietuva, AB, AB Lietuvos UAB CSC Telecom, UAB Mediafon Carrier Services, ECOFON. 2) having completed the market of voice call networks, the price control obligation was amended/cancel Lietuva, UAB Tele2, UAB CSC Telecom, UAB Mediafor Tinklas and UAB ECOFON.	cations, the pri s Geležinkeliai UAB Nacion termination of led for 7 econo on Carrier Ser	ce control obligatio i, AB Lietuvos Rad alinis Telekomunik ni individual public omic operators: Teli rvices, UAB Nacio	n was amended/cancelled ijo ir Televizijos Centras, cacijų Tinklas and UAB mobile communications a Lietuva, AB, UAB Bitė nalinis Telekomunikacijų
P-01-81-01-01-	Share of the EU legislation transposed into national	100	100	100
03	law and implemented within the deadlines set within the competence of <b>PPT</b> (percentage of legal acts to			
	be transposed and implemented)			
	1. Commission Implementing Decision (EU) 2020/636 or	f 8 May 2020	amending Decision	2008/477/EC as regards
	an update of relevant technical conditions applicable to th	e 2500–2690 N	MHz frequency ban	d. 2012/689/EU
	<ol> <li>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 1920-1980 MHz and 2110-2170 MHz.</li> <li>Commission Implementing Decision (EU) 2020/1426 of 7 October 2020 on the harmonised use of radio spectrum in the 5875–5935 MHz frequency band for safety-related applications of intelligent transport systems (ITS) and repealing Decision 2008/671/EC.</li> <li>Commission Implementing Decision (EU) 2021/1730 of 28 September 2021 on the harmonised use of the paired</li> </ol>			Iz and 2110-2170 MHz. ed use of radio spectrum sport systems (ITS) and nonised use of the paired and 1900-1910 MHz for
	Railway Mobile Radio (insofar as it must be implemented	l in 2021).	ipaneo nequency s	
	5. Commission Implementing Decision (EU) 2021/1067 of the 5945-6425 MHz frequency band for the implementation networks (WAS (PLAN))	of 17 June 2021 tion of wireles	on the harmonised s access systems in	use of radio spectrum in cluding radio local area
P-01-81-01-01-	Share of examined reports on violations of	100	100	100
04	electronic communications infrastructure	200	200	200
	installation and use (percentage of received reports			
	<b>on violations)</b>	n 2021		
P-01-81-01-01-	Number of scheduled inspections of activities of	16*	15	93.8
05	electronic communications service providers to ensure			
	the proper compliance with the requirements of legal			
	*In 2021 17 scheduled inspections were planned. Having	assessed the	ongoing COVID-19	pandemic and riskiness
	of the electronic communications sector, the planned valu	e was reduced	to 16.	pundenne und riskiness
	In 2021, 15 scheduled inspections were carried out. Out of	f 16 scheduled	inspections, 1 sche	duled inspection was not
	performed, having received information on the agreement	signed by AB	Lietuvos Radijo ir T	elevizios Centras which
	transferred to the company UAB Mezon of the group UAB	B Bitė Lietuva		trademark mezon was
	During the scheduled inspections, the non-conformities to t	the requiremen	ts of legal acts were	e detected in the activities
D 01 01 01 01	of 5 service providers, and they were eliminated until the en	nd of inspectio	ns.	100
P-01-81-01-01- 06	postal service providers, including their divisions, to ensure proper compliance with the requirements of	9*	9	100
	legal acts and reduce potential violations (pcs.)			
	Having assessed the ongoing COVID-19 pandemic, the			
	planned value of inspections of postal service providers			
	was reduced to 9.			
	During the scheduled inspections, non-conformities to the requirements of legal acts were detected in the activities of			
	2 postal service providers, and they were eliminated until			
	the end of inspections.			
Objective 2	Assurance of 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 compliant with	85	23	27.1
	the administrative requirements of the Radio			
	submission of the EU conformity declaration together			
	with equipment (% of the total number of types of			
	inspected equipment)			
	Having inspected 55 types of radio equipment, it was estable the administrative requirements of the Padio Equipment Pa	lished that 40 t	types of radio equip	ment did not comply with
	did not contain the EU conformity declaration (77%). Taki	ng this into ac	count, the criterion	was not met (only 23% of

Code of the evaluated	Titles and measurement units of objectives, tasks, evaluation factors	Planned value	Value achieved	Implementation
factor		for 2021	in 2021	
	inspected types of equipment complied with the set requirements). A failure to meet the criterion was caused by the fact that the EU conformity declarations accompanied equipment only in case of 12 inspected types of radio equipment. It is difficult to accurately plan the criterion as, such a high number of irregularities was not detected previously; this is often caused by types of radio equipment to be inspected. Usually, the EU conformity declarations did not accompany radio equipment imported from the third countries.			
R-01-81-02-02	The share of types of electrical and electronic	90	100	111.1
	apparatus compliant with the administrative			
	requirements of the Electromagnetic Compatibility Regulation with regard to CF marking (% of the total			
	number of types of inspected equipment)			
	Having inspected 60 types of electrical and electronic app	oaratus, it was	determined that all	devices had CE marking
	on the package and on the device, therefore, all of them c	omplied with t	he administrative re	equirements of the EMC
	violations detected. It is impossible to accurately plan th	e implementa	tion of the criterior	Lit was planned taking
	account of the irregularities detected previously.	ie implementa		i it was plained taking
R-01-81-02-03	The growth of visitors of specialised website	5	-50	-
	www.elektroninisparasas.lt (%, compared to the previous year)			
	In 2020, the website was used by 14,050 users, in $2021 - 7$ .	,025 users.		
	It must be noted that despite the decrease in the number of	f users, the use	of tools provided o	n the website went up:
	- electronic signatures, electronic seals, website authentica	tion certificate	s and electronic tim	e stamp verification tool
	mips://ikrinil.elektroninisparasas.ii was used by 1,455 us by ~ 1.5 times:	sers III 2020, 2,	080 users in 2021, 1	.e. the number increased
	- the number of remote training system https://mokykis.ele	ktroninisparas	as.lt went up by mo	ore than 22 times in 2021
	(in 2020 – 49, in 2021 – 1,080 users).			
Target 1 of Objective 2	Ensure integrity of public communications networks, promote safe use of the internet and			
Objective 2	supervise the internet content			
P-01-81-02-01-	The number of reports on safe and responsible use	20	20	100
01	of the internet published on the website			
P-01-81-02-01-	Share of examined reports on bullying in cyber	100	100	100
02	space and other prohibited and restricted			
	information (% of all registered reports)	hormful onlin	a contant via the is	atamat hatling (in 2020
	1.373 reports). After the examination, follow-up actions wer	e taken in 380	cases: 80 reports we	re forwarded to the Police
	Department, 31 – to the Office of the Inspector of Journalist	t Ethics, 108 –	to hotlines of other	countries, members of the
	international internet hotline association INHOPE, 161 –	internet servi	ce providers, webs	ite owners, social media
	been forwarded to INHOPE or Police Department, therefore	e. additional ad	current pronibited c	n.
P-01-81-02-01-	The number of published reports on violations of	4	4	100
03	the procedure for control of information			
	prohibited from computer networks of public use and dissemination of restricted public information (ncs.)			
	In 2021, the Authority published 4 press releases on the ad	ctivities and sta	atistics of the intern	et hotline.
	One additional press release concerned the safe behaviour of	online.		
P-01-81-02-01-	The share of examined applications for approval of filtering tools (%, of the total number of received	100	100	100
04	applications)			
	In 2021, 7 requests were received for the approval of filtering	ng tools. 3 filte	ering tools did not m	neet the minimum
	conditions, therefore, they were not approved. 4 filtering to	ols met the min	nimum conditions a	nd were approved.
Target 2 of Objective 2	Carry out effective supervision of the provision of the electronic communications and postal services.			
objective 2	including universal services			
P-01-81-02-02-	The share of the complaints of electronic	100	100	100
01	communications and postal service users,			
	competence of RRT (% of the total number of			
	handled complaints)			
	In 2021, the following requests (complaints) were received	and handled:		
	- 3/3 requests (complaints) from electronic communication	ons service use	rs (ECSU) (of which aplaints) were hard	h: 29 requests will be
	requests received in 2021 and 31 requests received in Q4 2020).			

Code of the evaluated factor	Titles and measurement units of objectives, tasks, evaluation factors	Planned value for 2021	Value achieved in 2021	Implementation
	- 266 requests (complaints) from postal service users (of wh 317 electronic queries. 268 requests/complaints were handl received in Q4 2020);	hich: 12 compled (of which: 2	laints will be handle 254 requests receive	d in Q1 2022) as well as d in 2021, 14 requests
P-01-81-02-02- 02	The number of scheduled inspections of cable television networks (CTV) (ncs.)	18	18	100
P-01-81-02-02- 03	Number of operators' networks subject to the monitoring of the service quality indicators (units)	4	4	100
	The Authority performed the measurements of the assessme on the networks of UAB Bitė Lietuva, UAB Tele2 and Teli of Lithuania, measurements of the assessment of wireless I UAB Bitė Lietuva, UAB Tele2, Telia Lietuva, AB and AB territory of the Republic of Lithuania.	ent of the publ la Lietuva, AB Internet access Lietuvos Rad	ic mobile telephone operating within th service quality indi ijo ir Televizijos Ce	service quality indicators e territory of the Republic cators on the networks of ntras operating within the
Target 3 of Objective 2	Assurance of the compliance of radio equipment existing on the Lithuanian market with the mandatory requirements of the Radio Equipment Regulation and the compliance of electric and electronic apparatus 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.)	60	60	100
	The scheduled number of types of radio equipment (60 administrative requirements laid down in the Technical Regulation'). A major part of inspected radio equipment (40 of the Radio Equipment Regulation. The most common gr did not contain the EU conformity declarations and/or equipment). Having provided the methodological assistant	pcs.) was in Regulation of types) did nor- ounds of non- manuals in t ce, the identif	spected to inspect n Radio Equipmen t comply with the ad compliance – the pa he Lithuanian lang ied drawbacks were	the compliance with the t ('the Radio Equipment ministrative requirements ckage of radio equipment uage (77% of inspected e eliminated by economic
P-01-81-02-03- 02	The number of inspected types of electrical and electronic apparatus for compliance with the administrative requirements of the EMC Regulation	55	55	100
	(pcs.) The scheduled number of types of electrical and electro compliance with the administrative requirements laid Compatibility ('the EMC Technical Regulation'). All inspe the administrative requirements of the EMC Technical Re product.	onic apparatus down in the cted electrical gulation and b	s (55 pcs.) was in Technical Regula and electronic appa pore the CE mark o	spected to determine the tion on Electromagnetic ratus were compliant with n the package and on the
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 (ncs.)	30	30	100
	The scheduled number of types of radio equipment (30 pcs.) and Equipment Electromagnetic Compatibility Control De requirements of the Radio Equipment Regulation. 9 type Equipment Regulation and 21 types of radio equipment operators were to perform corrective actions and, in case of was withdrawn from the market. In 2021, 8 types of radio controlled toys), 8 types of equipment (radio microphone sy the market in Q1 2022. The economic operators were consult	were taken fro epartment to d es complied w failed to com a failure to do lio equipment //stems and rem lted over the ap	by the market to carn letermine their com- vith the essential re- nply with such requise so within the set tin were withdrawn fr notely controlled toy oplication of the Rad	ry out tests in RRT Device pliance with the essential quirements of the Radio irements. The economic ne limits, radio equipment om the market (remotely s) will be withdrawn from io Equipment Regulation.
P-01-81-02-03- 04	The number of types of electric and electronic apparatus taken from the market for laboratory testing in order to determine if they comply with the fundamental requirements of the EMC Regulation (pcs.)	30	30	100
	The scheduled number of types of electrical and electronic a tests in Device and Equipment Electromagnetic Compatibit the essential requirements of the EMC Technical Regulation EMC Regulation, and 7 types of equipment were found corrective actions and, in case of a failure to do so within withdrawn from the market. In 2021, 12 types of electrical (LED lamps, microwaves). Two more types of devices () operators were consulted over the application of the EMC.	apparatus (30 t lity Control De on. 23 types co non-complian the set time li l and electroni USB hubs) wi Fechnical Reg	ypes) were taken from epartment to determ mplied with the ess the economic op- mits, electrical and c apparatus were we fill be withdrawn in ulation.	om the market to carry out ine their compliance with ential requirements of the perators were to perform electronic apparatus were ithdrawn from the market Q1 2022. The economic
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	55	55	100

Code of the evaluated factor	Titles and measurement units of objectives, tasks, evaluation factors	Planned value for 2021	Value achieved in 2021	Implementation
Inctor	radio frequencies (channels) and electromagnetic competibility) and of issued test reports (nes.)	101 2021	III 2021	
P-01-81-02-03- 06	The number of inspected types of electrical and electronic apparatus for compliance with the	115	107	93
	fundamental requirements of the EMC Technical Regulation and of issued test reports (pcs.)			
	The compliance of electrical and electronic apparatus on the EMC paraleting and and 107 apparatus on the EMC paraleting and 107 apparatus of the electronic apparatus of t	he Lithuanian	market with the fun	damental requirements of
	submitted by RRT Inspection Division and companies.	ieu. The asses	sments were periori	ned based on the requests
Target 4 of	Supervision of trust service providers and			
P-01-81-02-04-	The share of complaints regarding activities of trust	100	100	100
01	service providers handled within the competence of <b>BBT</b> (% of all received complaints)			
	2 complaints regarding the activities of the trust service pro	viders were re	ceived and handled.	
P-01-81-02-04-	Share of provided methodological assistance to trust	100	-	-
02	service providers (% of all received inquiries)	manified from	the trust convice no	vidana
P-01-81-02-04-	Share of provided consultations to trust services users	<b>100</b>	100	<b>100</b>
03	(% of all received inquiries)			
	119 inquiries from the trust service users were received an achieved values of the criterion).	nd 119 consult	ations were provide	d (SPD information on
Objective 3	Allowing for long-term investments in the electronic			
	communications infrastructure and advanced			
R-01-81-03-01	Share of the territory of the Republic of Lithuania	92	88.5	96.2
	covered by the moderate strength communications of			
	the fourth-generation (4G) mobile			
	territory of the Republic of Lithuania)			
	88.5% of the territory of Lithuania is already covered with	4G, operators	focus on the increase	e of the capacity of
R-01-81-03-02	Assigned radio frequency band width (MHz)	1050	931	88.7
	harmonised at the EU level)			
	The indicator of the radio frequency band width harmor	nised at the EU	J level was not ach	ieved, since the auction
	not taken place yet. By means of these radio frequencies (	(channels) the	next generation 5G	mobile networks will be
	deployed in the territory of the Republic of Lithuania and	5G electronic	communications ser	rvices will be provided.
	Taking account of the fact that by Resolution No 969 of the 2021 the rules of procedure of the Commission for Coordin	e Government ation of the Pr	of the Republic of L	Lithuania of 17 November of Importance to National
	Security were amended and the Description of Conditions f	or the Auction	Granting the Right	to Use Radio Frequencies
	(Channels) from the 713-733 MHz and 768-788 MHz Frequence of applications by the susting participants up	lency Bands w	vas amended on 20 J	anuary 2022, the deadline
R-01-81-03-03	Number of registered broadband access mobile	15.000	<b>16.586</b>	110.6
	radiocommunication radio stations (units)			
	At the end of 2021, the Authority had registered 16,586 bro UMTS, 11,745 LTE, 219 WiMAX and 4 5G)	adband access	mobile radiocomm	unication stations (4,618
R-01-81-03-04	Radio frequency band width (MHz) allocated to	300	0	0
	develop fifth-generation (5G) mobile radiocommunication			
	See comment to R-01-81-03-02 indicator.			l
Target 1 of	To perform radio frequency (channel) management,			
Objective 3	supervision of the use thereof, including radio monitoring and management of other electronic			
	communications resources			
P-01-81-03-01-	The share of issued licences granting the right to use	95	96.58	101.7
01	radiocommunication internal networks (% of the total			
	number of received requests)			
	Having examined 69 requests to allocate radio frequencies	(channels), 47	requests to extend the	he term of the use of radio
	licences granting the right to use radio frequencies (channel	use radio frequels) on internal	l networks of the m	obile service were issued.
	The issuance of 1 licence to use radio frequencies (channel	s) was rejected	l to the applicant as	it failed to pay the fee for
	setting the conditions for the use of radio frequency (chan radio frequency (channel) within the set time limit and	inel) and state	charge for the issua	ance of the licence to use use of radio frequencies
L	i mana mequency (enamer) wrunn the set time mint, and	are extension	si ule term or the	and of function frequencies

Code of the evaluated factor	Titles and measurement units of objectives, tasks, evaluation factors	Planned value for 2021	Value achieved in 2021	Implementation
	(channels) established in 3 licences was refused as the licence holder submitted the application after the expiry of the term of the use of the radio frequency (channel) set in the licence by the Authority			
P-01-81-03-01- 02	The share of issued licences granting the right to use radio frequencies (channels) on fixed service radio stations (% of the total number of received requests)	95	100	105.3
	In 2021, the Authority received the requests to allocate 881 service radio stations (of which: at the end of 2020, the requests concerning the issuance of 862 licences were received the requests submitted at the end of 2020 and 851 licence requests submitted in 2021 will be issued in 2022.	licences for the equests concer vived) and issues s under the rec	the use of radio freque rning 19 licences we red 870 licences (of quests issued in 202	encies (channels) on fixed ere received, in 2021, the which: 19 licences under 21). 11 licences under the
P-01-81-03-01- 03	Issued licences for the experimental use of radio frequencies (channels) (% of the total number of received requests)	92	96	104.3
	In 2021, the requests for 72 licences for the use of radio fractional for received. In 2021, 69 licences for the use of radio frequents 3 licences were not issued, of which 1 licence was refused as issued as the applicants did not provide all necessary information.	requencies (ch cies for experi at the applican nation.	annels) for experime mental purposes we it's initiative; in 2 ca	ental purposes were ere issued. ases, the licences were not
P-01-81-03-01- 04	Inspections and newly installed radio and television broadcasting stations (% of the total number of newly installed stations)	100	100	100.0
	In 2021, the Authority carried out 8 inspections of new ratelevision broadcasting stations.	adio programn	ne broadcasting stat	ions and 3 inspections of
P-01-81-03-01- 05	Number of scheduled inspections of radio and television broadcasting stations (pcs.)	25	25	100.0
	In 2021, the Authority carried out 25 scheduled inspectior radio broadcasting stations did not comply with the condit elimination of the violations.	ns of radio and tions for the us	d television broadca se of frequencies. T	sting stations, of which 1 The Authority initiated the
P-01-81-03-01- 06	The share of inspections of new internal radiocommunication networks with stationary stations (% of the total number of newly installed networks)	100	100	100.0
	In 2021, 9 new internal radiocommunication networ radiocommunication networks with stationary stations were	ks with stati e inspected.	ionary stations we	ere installed. 9 internal
P-01-81-03-01- 07	The number of scheduled inspections of internal radiocommunication networks (pcs.)	135	135	100.0
	In 2021, the Authority inspected 135 internal radiocommunities the conditions for the use of frequencies. The Authority initial for the second	tiated the elimit	rks, of which 9 netw ination of the violati	orks did not comply with ions.
P-01-81-03-01- 08	Share of handled complaints from the users regarding radio interference (% of all received complaints)	≥96	99.6	103.8
	In 2021, the Authority received 270 complaints and handled interferences. 1 complaint received at the end of 2021 will	d 269 complain be handled in J	nts of the users conc January 2022.	cerning radio
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 organisations in the activities whereof the participation of RRT representatives is ensured (units)	45	66	146.7
	The number of working groups were RRT representatives postponed several most important conferences (WTSA, W CEPT for the preparation for the conferences continued the were joined or it was decided, for the purpose of relevance working group, ERGP and BEREC subgroups.	participated in (TDC, PP) to ( ir activities in ( , to start the p	2021 increased as I 2022, respective wo 2021. Also, newly e articipation in the E	TU, due to the pandemic, orking groups of ITU and stablished working bodies C radio equipment expert
R-01-81-04-02	Change in the average duration of scheduled inspections of the activities of electronic communications service providers (% compared to the previous year) (prospective decrease is sought)	3	3	100.0
	The average duration of the scheduled inspection of electric 2021 (in 2020 – 66 minutes)	ronic commun	ications service pro	viders was 64 minutes in
R-01-81-04-03	Change in the average duration of scheduled inspections of the activities of postal service providers (% compared to the previous year) (prospective decrease is sought)	3	5	166.7
	The average duration of the scheduled inspection of posta minutes).	al service prov	viders was 42 minut	tes in 2021 (in 2020 – $\overline{44}$

Code of the	Titles and measurement units of objectives, tasks,	Planned	Value	Implementation
evaluated	evaluation factors	value	achieved	
factor		for 2021	in 2021	
Target 1 of	To carry out effective integration in the decision-			
Objective 4	making process of the EU and international			
	organisations			
P-01-81-04-01-	The number of notifications, draft documents,	90	93	103.3
01	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)			
Target 2 of	Efficient organisation publicity and control of RRT			
Objective 4	activities			
P-01-81-04-02-	The share of civil servants who participated in in-	88	89	101.1
01	service training events in the accounting year (% of	00	0,	101.1
	the total number of civil servants)			
	In-service training was attended by 130 civil servants of a t	total of 146 civ	vil servants 94% of	all training sessions were
	conducted remotely		in servants, 7470 01	an training sessions were
P 01 81 04 02	Accessibility of <b>DDT</b> information systems and their	01	03	102.2
n <sup>2</sup>	subsystems per year (% of all working time)	91	95	102.2
D 01 91 04 02	Number of prograding on the activities of DDT (nos)	00	70	80.0
P-01-01-04-02-	Number of press releases on the activities of KR1 (pcs.)	90	14	DDT and madia abannals
05	72 mag 211 additional mosts multished on social modia Li	uages publishe	a on the website of	KK1 and media channels
D 01 01 04 02	= 72 pcs. 211 additional posts published on social media Li			100.0
P-01-81-04-02-	Annual (more often, il necessary) update of the plan	1	1	100.0
04	of civil safety readiness			
Objective 5	Assurance of 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	100	100	100.0
	surveillance of electronic communications traffic (%)			
Target 1 of	To ensure that operators and providers of electronic			
Objective 5	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-	The share of the procured equipment used for the	100	100	100.0
01	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)			

# 17. ANNEX 3. IMPLEMENTATION OF FACTORS OF OBJECTIVES AND TASKS OF THE RAILWAY TRANSPORT MARKET REGULATION PROGRAMME FOR 2021

Code of the evaluated factor	Titles and measurement units of objectives, tasks, evaluation factors	Planned value for 2021	Value achieved in 2021	Implementation	
Objective 1	Provision of conditions of effective competition on the railway transport market				
R-02-82-01-01	Share of applicants' complaints regarding an act and/or omission of the public railway infrastructure manager, railway service facility operators, railway undertakings (carriers), institutions, authorities or organisations examined by RRT, within its competence, within the set time limits (% of all received complaints)	100	100	100.0	
	In 2021, 3 complaints regarding acts and/or omission of the public railway infrastructure manager, railway service facility operators, railway undertakings (carriers), institutions, authorities or organisations were received. 3 complaints were handled, of which: 2 complaints received in 2020 were handled, and 1 complaint received in 2021 was handled. 2 complaints received in 2021 will be handled in 2022. More detailed information is published on the website of RRT under railway section 'Accepted complaints and RRT's decisions' at the address https://www.rrt.lt/aeleginkeliai/skundu-maginelimas/				
Target 1 of	Ensure the absence of distortion and restrictions of				
Objective 1	competition on 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	100.0	

# 18. ANNEX 4. IMPLEMENTATION OF FACTORS 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 2021

Code of the evaluated factor	Titles and measurement units of objectives, tasks, evaluation factors	Planned value for 2021	Value achieved in 2021	Implementation
Objective 1	Assurance of charges for the registration of registry objects and submission of documents on the basis of cost-orientation			
R-03-83- 01- 01	Share of justification of examined requests concerning the charge for the registration of the registry objects and submission of documents (% of the total number of received requests)	100	100	100.0
	<ul> <li>(% of the total number of received requests)</li> <li>In 2021, the Authority received and examined the request of State Enterprise Regitra regarding the justification of the calculation of the charges for registration of the registry objects and submission of documents. RRT professionals drafted and provided a negative finding on the justification of the calculation of the charges for registration of documents.</li> <li>In 2021, the request for verifying the cost-based justification of the charges for submission of documents was also submitted by the Agricultural Information and Rural Business Centre (AIRBC) but, when calculating the achieved values of the criteria of 2021, the number of the requests received/examined in 2021 did not include the request of the AIRBC. The request received from AIRBC in 2021 could not have been examined as, having verified the received documents, it was established that the information was not submitted in its full scope, therefore, AIRBC was requested to submit missing documents and additional information by 21 Junuary 2022</li> </ul>			
R-03-83- 01- 02	Share of examined requests regarding cost-orientation of free of charge registration of the registry objects and submission of documents (% of all received requests)	100	100	100.0
	In 2021, the Authority received and examined the request of State Enterprise Centre of Registers regarding the cost-based justification of the calculation of the charges for free of charge registration of the registry objects and submission of documents. RRT professionals drafted and provided a positive finding on the justification of the costs incurred in 2020 due to the free of charge registration of the registry objects and submission of documents			
Target 1 of Objective 1	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 (units per year)	1	1	100.0
	objects and submission of documents (units per year)         Image: Content of the summarised information on the implementation of the provisions 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, Provision of Register Data, Register Information, Documents and/or Copies thereof Submitted to the Register, Data of the State Information Systems, as approved by Resolution No 45 of the Government of the Republic of Lithuania of 10 January 2018. The report is published on the website of RRT <a href="https://www.rrt.lt/wp-content/uploads/2022/03/Apraso-nuostatu-igyvendinimo-apzvalga-uz-2021-m.pdf">https://www.rrt.lt/wp-content/uploads/2022/03/Apraso-nuostatu-igyvendinimo-apzvalga-uz-2021-m.pdf</a> .			

#### 19. ANNEX 5. RRT FINANCIAL STATEMENT 2021

The revenue received by RRT in 2021 for the services provided and activities completed according to the Communications Management and Control Programme.

Item		Revenue	in 2021
NO	RRT revenue groups	EUR	%
1.	Supervision of observance of the conditions for engaging in electronic communications activities	23,967.71	0.32
2.	Supervision of observance of the conditions for engaging in provision of postal services	17,523.22	0.24
3.	Revenue from tenders and auctions for granting the right to use radio frequencies (channels) and telephone numbers	0.00	0.00
4.	Setting conditions for the use of radio frequencies (channels) and radio stations and the conditions for engaging in radio amateur activities	141,317.86	1.90
5.	Supervision of the use of radio frequencies (channels), including radio monitoring	6,504,970.75*	87.64
6.	Supervision of the use of telephone numbers.	680,875.13	9.17
7.	Tests of radiocommunication equipment and telecommunications terminal equipment, tests of electromagnetic compatibility of devices and equipment	53,481.13	0.72
8.	Other	625.66	0.01
9.	TOTAL (1+2+3+4+5+6+7+8)	7,422,761.46*	100.00

In 2021, 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 three programmes under the Law on the Approval of Financial Indicators of the State Budget and Municipal Budgets for 2021 of the Republic of Lithuania, the amount of EUR 9,121,000 of the general appropriations was allocated, of which EUR 4,953,000 – for salaries, EUR 2,497,000 – 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)<sup>53</sup> of the Law on Electronic Communications of the Republic of Lithuania), and EUR 201,000 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 2021, the plan of RRT revenue contributions was EUR 7,761,000. Information on every programme carried out by RRT is provided below:

<sup>&</sup>lt;sup>53</sup> In the recast Law on Electronic Communications of the Republic of Lithuania which entered into force on 1 December 2021 – Article 96(1) and/or (4).

1) In 2021, to fund the Communications Management and Control Programme the amount of EUR 8,770,000 was planned, of which EUR 4,670,000 – for salaries, EUR 2,489,000 – 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 2021, the plan of revenue contributions from the Communications Management and Control Programme was EUR 7,611,000.

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 2,521,300 of over-performance and unused contributions to the state budget was carried over to 2021 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 14 April 2021, the total amount of EUR 11,291,300 (8,770,000 + 2,521,300) 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 2020 and unused funds and seeking to balance the revenue and expenses of 2021, by Order No 1V-606 of the Director of RRT of 27 June 2018 established the recalculation rate 0.75 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 2021 to 30 November 2021. 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 2021, the total amount of revenue contributions transferred by RRT to the state budget under the Communications Management and Control Programme was EUR 7,384,624.03.

Item No	Type of expenditure	Communications Management and Control Programme
		Pay-box expenses in 2021 (EUR)
	•	
1.	Total expenses	5,815,980.31
	of which:	
1.1.	Remuneration	4,668,799.51
1.2.	Social insurance contributions	68,343.48
1.3.	Costs of the use of goods and services	1,009,132.58
1.4.	Social allowances (benefits)	69,460.36
1.5.	Other expenses for current purposes	244.38

#### Use of funds for the Communications Management and Control Programme carried out by RRT in 2021, EUR.

2.	Tangible and intangible asset expenses	1,585,055.78
	of which:	
2.1.	Procurement of fixed assets	1,585,055.78
3.	TOTAL (1+2)	7,401,036.09*

\*Of which EUR 842,805.35 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.

2) The amount of EUR 150,000 is planned to fund the **Railway Transport Market Regulation Programme** in 2021, of which EUR 132,000 for salaries and the amount of EUR 0 for property acquisition were approved.

In 2021, the plan of revenue contributions from the Railway Transport Market Regulation Programme was EUR 150,000.

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 196,500 of over-performance and unused contributions to the state budget was carried over to 2021 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 14 April 2021, the total amount of EUR 346,500 (150,000 + 196,500) to be allocated to the Railway Transport Market Regulation Programme carried out by RRT was planned in 2021 – this is a sum including offsets of over-performance and unused contributions from the previous year.

In 2021, the total amount of revenue contributions transferred by RRT to the state budget under the Railway Transport Market Regulation Programme was EUR 155,923.65.

ltem No	Type of expenditure	For the railway transport market regulation programme	
		Pay-box expenses in 2021 (EUR)	
1.	Total expenses	104,305.0	
	of which:		
1.1.	Remuneration	92,610.38	
1.2.	Social insurance contributions	1,342.84	
1.3.	Costs of the use of goods and services	10,164.02	
1.4.	Social allowances (benefits)	187.76	
1.5.	Other expenses for current purposes	0.0	
2.	Tangible and intangible asset expenses	0	
	Of which:		

Use of funds for the Railway Transport Market Regulation Programme carried out by RRT in 2021

2.1.	Procurement of fixed assets	0
3.	TOTAL (1+2)	104,305.0

3) In 2021, the amount of EUR 201,000 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 151,000 – for salaries, and EUR 8,000 – 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 charges for the registration and submission of data carried out by RRT in 2021

ltem No	Type of expenditure	For the programme of the supervision of the calculation of charges for the registration and submission of data
		Pay-box expenses in 2021 (EUR)
1.	Total expenses	163,839.55
	of which:	
1.1.	Remuneration	139,365.90
1.2.	Social insurance contributions	2,020.82
1.3.	Costs of the use of goods and services	22,452.83
1.4.	Social allowances (benefits)	0
1.5.	Other expenses for current purposes	0.0
2.	Tangible and intangible asset expenses	6,000.0
	Of which:	
2.1.	Procurement of fixed assets	6,000.0
3.	TOTAL (1+2)	169,839.55