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22



ACTIVITY
REPORT





Jūratė Šovienė,
Chair of CRA Council

2022 was a year of significant change for the Communications Regulatory Authority

The markets we regulate - electronic communications, postal services, railway transport and digital services - are fast-moving and innovative. The dynamics of markets, the new challenges posed by their regulation and the high demands placed on the quality of public services also call for changes in the regulator itself. We need to be ambitious and forward-looking, as we need to respond to market trends, development trends, business and consumer needs. Change is also driven by society's growing expectations of the professionalism, efficiency and value creation of public institutions. Collaboration is becoming a daily companion to our work, and we have made publicity and responsiveness one of our key performance indicators.

In May 2022, we started applying the new Law on Electronic Communications. The CRA has made a significant contribution to the introduction of the European Electronic Communications Code into Lithuanian national law - a set of uniform EU-wide rules for electronic communications aimed at promoting connectivity and better protecting users of electronic communications. The Code makes it more attractive for all companies to invest in new high quality infrastructure across the EU, both locally and across borders, makes co-investment rules more predictable, and promotes risk sharing in the deployment of ultra-high-bandwidth networks and sustainable competition for the benefit of consumers. The Code protects consumers, whether they communicate through traditional or online services, and ensures access to basic - universal - communications services, which are essential for participation in today's economic and social life.

After more than 20 years of CRA's operation, the Law on Electronic Communications changes the CRA's governance structure. A collegial governing body, the CRA council, has been established to decide on the most important issues within the competence of the organisation as a regulator of strategic sectors, and to act as an impartial pre-judicial dispute resolution body. This change symbolises a new

qualitative approach of the state towards regulated sectors and the role of the institution in making decisions that are important for business, consumers and society.

This is also a responsibility for us - the first members of the CRA Council: for me and my colleagues Darius Kuliešius, Kristina Mikoliūnienė, Giedrius Pūras and Vygantas Vaitkus to lay a solid foundation for the implementation of the new law.

At the end of 2022, CRA has developed a new operational strategy. We aim to become a good example of a regulatory authority and to use our expertise to contribute to creating favourable conditions for the development of technology and business in regulated markets and to safeguarding the interests of consumers in those markets.

Our strategy focuses on effective, relevant and proportionate regulation, meaningful oversight of regulated markets, convenient services for our clients - users of regulated market services and market participants, prompt and objective dispute resolution, active public information and education, and building trust in regulated markets.

In preparation for the implementation of the new strategy, we have made a structural change by moving to a sectoral structure, with the aim of creating centres of excellence in the relevant sectors: electronic communications, digital services, railway transport and postal regulation. In this way, we have brought together the expertise and knowledge from different sectors within the organisation. In order to make our organisation more efficient, we optimise decision-making processes based on modern management standards. The flattening of the hierarchical structure has made an important contribution, reducing the number of management levels and the number of managers involved in decision-making and coordination. In order to strengthen the professionalism of the CRA, the CRA's strategic objectives include the development of employees' competences, the introduction of innovative working methods and tools, and the creation of a motivating working environment to ensure the development of employees' competences, fostering the organisational culture, and increasing employee's engagement and the visibility of the CRA.

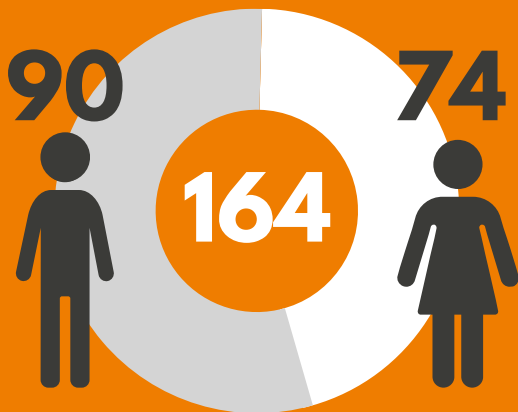
One of the biggest internal changes we have planned for the next few years - digital CRA. In delivering public services, we will strive to simplify processes, reduce administrative burdens and make our public services more accessible. We are committed to strengthening the analytics of the data we collect, increasing availability of relevant market data. We hope that our digital public services will become the basis for more efficient and informed decisions by public authorities, businesses and consumers, contributing to transparency and accountability in the public sector, and increasing trust in the public sector.

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CRA Community



Average age of employees - 46 years old



44

Employees have been working for the CRA since its establishment (from 2001).





Mission

We ensure effective competition, investment, innovation and a range of attractive services in the fields of electronic communications, postal services, railway transport and trust services.

Vision

The most favourable conditions for technology development, service providers and users in regulated markets in the Baltic region.

Values



Creating value



Collaborating



Professional



Looking to the future

Main CRA activities in 2022



We have completed the transposition of the European Electronic Communications Code.

The completed transposition of the European Electronic Communications Code and the adoption of the new Law on Electronic Communications have laid the foundations for more effective regulation of the electronic communications sector, in line with the rapidly changing nature of technologies and markets, the growing demand for internet services and high-speed 5G networks, and in order to foster connectivity and better protect users of services.

We have organised auctions for 5G frequencies.

At the end of the year, the two auction winners' 5G networks already covered 70% of the territory and reached 91% of the population. 5G technology opens up a wider range of opportunities for innovative and intelligent services, not only for citizens but also for industry, business and the public sector. 5G technology solutions are capable of serving a large number of devices and lay the foundations for the internet of things, the automation and robotics of manufacturing processes and the introduction of self-driving cars.



We have laid the foundations for the development of the internet of things.

The use of internet of things solutions, where every device used in the home has its own identification number, is growing. We've ensured that these numbers have 100 billion combinations, which means there will be no shortage of them for the smooth development of the internet of things. We have allocated 7,000 new numbers to operators.



The CRA laboratory is one of the best in the country.

Lithuanian National Accreditation Bureau has rated CRA's Electromagnetic Compatibility Laboratory as one of the best in the country. The scope of the laboratory's activities has been expanded: new standards were added, as well as an extension of the frequency range of one of the existing standards.



04

We have been working to prevent illegal call abuse.

Rules are in place to allow operators to agree between themselves on the criteria and conditions for restricting unfair traffic. This change ensures that electronic communications are used for legitimate purposes and avoids the blacklisting of numbers that are blocked from making or receiving calls due to suspicious traffic.



05

We have prepared a plan for the implementation of the national prefix.

A process is underway that will lead to the elimination of prefix 8 in phone numbers by 2025. It will become 0, as promised when joining the European Union in 2002.



06

We have adopted eSIM procedures.

As of 1 January 2023, mobile users can activate services and switch providers remotely. According to the CRA's procedure, public mobile services must be activated remotely for the end-user within 10 minutes of the end-user's device performing all the necessary steps.



07

Artificial intelligence - to search the internet for illegal and harmful content.

08

For the first time, a tool based on artificial intelligence, co-developed with “Oxylabs”, has been used to search for illegal and harmful content online. The tool was awarded first place in the “Social Initiatives” category of the Baltic Sustainability Awards. The tool was also nominated in the Lithuanian Artificial Intelligence Association's Year Awards in the “Best Artificial Intelligence Application” category and in the “Most Successful Collaboration of the Year” category at the Innovations Agency's “GovTech” Awards.



Tomas Lamanauskas became ITU's Deputy Secretary-General.

In the elections of the International Telecommunication Union (ITU), the Lithuanian candidate Tomas Lamanauskas has been elected Deputy Secretary-General for the term 2023-2026. South Korea and Samoa were also candidates for this position. Of the 176 countries that voted, 105 voted in favour of T. Lamanauskas' candidacy. This is the highest post held by a Lithuanian representative in international organisations. The CRA team actively contributed to the election campaign, which lasted almost two years.

We have ordered AB “LTG Infra” to recalculate the incorrectly calculated taxes.

10

We have completed an investigation into the charges for services provided at railway service facilities and found that the charges for services provided by AB “LTG Infra” for the use of train formation and shunting facilities were not calculated in accordance with the requirements of legislation. At the time of the investigation, AB “LTG infra” reimbursed more than €489,000 to users of these services for services overcharged but not provided.

We have adopted a price ceiling for the universal postal service.

11

The maximum possible tariffs have been set after taking into account the request of AB “Lithuanian Post” for an increase in these tariffs and a change in the applied pricing, as well as taking into account the costs of provision of these services and the losses incurred. The maximum tariffs for universal postal items sent in Lithuania are being increased by around 35% on average, while the principles for setting international tariffs are being changed by transferring the responsibility for setting the final tariffs to “Lithuanian Post”. The increase in the maximum tariffs enables AB “Lithuanian Post” to ensure the provision of essential postal services to the Lithuanian population.

Regulation of electronic communications

Legislation

Electronic communications market surveillance

Electronic communications resource management

Legislation

We set the rules on electronic communications to enable effective competition and innovation, deliver quality services and safeguard consumers' interests.



In 2022, the CRA adopted 24 legal acts, 11 of which were aimed at transposing the provisions of the European Electronic Communications Code into national legislation.

In 2022, a new version of the Law on Electronic Communications and its implementing legislation entered into force. They transposed the European Electronic Communications Code into Lithuanian national law, which establishes uniform rules for electronic communications across the European Union, ensuring connectivity and a level of protection of the rights of service users. The European Electronic Communications Code sets out forward-looking and simplified rules to facilitate the provision of high quality, secure and affordable electronic communications services across Europe.

The most important legal acts



We have prepared a package of legal acts on universal electronic communications services. The provision of universal services is one of the means of ensuring that consumers can participate fully in the social and economic life of society:

Amendment to the rules on compensation for losses from the provision of universal electronic communications services.

Amendment to the rules on the calculation of losses from the provision of universal electronic communications services.



We have drafted a new version of the Rules for the Assignment and Use of Communication Numbers, which introduces a new numbering series dedicated to machine-to-machine (M2M) interoperability. These are the foundations of the gigabit society. We've ensured that these numbers have 100 billion combinations, which means there will be no shortage of them for the smooth development of the internet of things.

[Amendment to the Rules on the Assignment and Use of Telephone Numbers and Approval of the National Telephone Numbering Plan.](#)



We have drafted a new version of the Conditions and Procedures for Ensuring the End-User's Right to Keep the Subscriber Number. Number portability service gives consumers the freedom and choice to choose the operator that best suits their needs, and number portability also allows them to keep the number they are using.

[Amendment to the Description of the Conditions and Procedures for Ensuring a Subscriber's Right to Retain His or Her Subscriber Number when Changing the Provider, Place or Method of Provision of Public Telecommunications Services.](#)



We have adopted a Description of the Procedure for Switching Internet Access Service Providers. Making it easy and simple to switch between providers of voice communication or internet access services also increases competition between operators providing such services, as it becomes important for them not only to attract as many new subscribers as possible, but also to retain existing subscribers.

[Approval of the Description of the Procedure for Switching Internet Access Service Providers.](#)



We have approved the procedure for obtaining services and changing providers remotely (eSIM). The CRA sets out the conditions and procedures for activating the receipt of public mobile communications services and for changing these services remotely. This facilitates the introduction of mobile service provider profiles and the activation of access to public mobile services and remote switching. This is not only for consumers, but also for organisations that manage a large number of endpoints, such as mobile or internet of things endpoints.

[Approval of the Description of the Procedure for Activation of Public Mobile Communications Services and for Switching the Provider of Public Mobile Communications Services Remotely.](#)



We have developed a roadmap for implementing the national prefix. Back in 2002, when Lithuania was preparing to join the European Union, a change in the telephone numbering plan was launched. The national prefix of 0 was then established in legal documents to replace 8. The implementation of numbering became the responsibility of then newly established Communications Regulatory Authority.

In 2022, the CRA has developed a procedure to replace the number 8 in front of communication numbers with 0 within a few years. This will make possible a process that has taken more than 20 years to complete, which has been held up by the use of short numbers by emergency services, some of which used 0 as the starting number: 01, 02, 03, 011, 022, 033.

On 1 March 2023, the first phase began, during which operators have time until 1 March 2024 to prepare for this change. From 1 March 2024 to 1 March 2025, the consumer phone numbers will work with both 0 and 8. We plan to complete the implementation of the national prefix on 1 December 2025.

Approval of the Description of the Procedure for the Implementation of the National Prefix.



We have developed rules to ensure fair use of voice communication services. We have identified cases in the market where potentially abusive use is being made of voice communication services that should only be provided for person-to-person communication. For example, mobile applications initiate pre-paid SIM artificial traffic at an automatically determined periodicity for the sole purpose of generating revenue for call completion. In order to ensure that voice communication services (calls) are not initiated artificially or for profit, we have amended the Rules on the Granting and Provision of Access, including Interconnection, to require operators to agree on the characteristics of artificial traffic, the possibilities of restriction and the conditions for charging in wholesale agreements.

Amendment to the Rules for Granting and Providing Access, including interconnection.

Electronic communications market surveillance

We monitor and assess the situation in the electronic communications markets and the activities of the undertakings operating in them, and take special measures to protect effective competition and consumer interests.



Protecting consumers' interests



We have allowed an additional charge for roaming services in EU/EEA countries.

UAB "Teledema" has applied for authorisation to apply an additional charge for international roaming services in the EU and the European Economic Area (EEA), based on an assessment of reasonable foreseeable losses.

We have found that the company can apply the maximum additional charges for roaming services from 15 June 2022 to 14 June 2023. It is up to the service provider to decide whether to apply the additional charges imposed, and how much they should be.

This ensures that the losses incurred in providing international roaming services do not lead to higher prices for national services in Lithuania.



We have identified five municipalities where universal electronic communications services are not ensured.

On 28 April 2022, we launched the Universal Electronic Communications (UEC) services study. Its aim is to assess whether commercially provided OER services meet the requirements applicable to them and are affordable for all Lithuanians in their place of residence. If the CRA finds that universal electronic communications services are not being provided, it may impose universal service obligations on service providers.

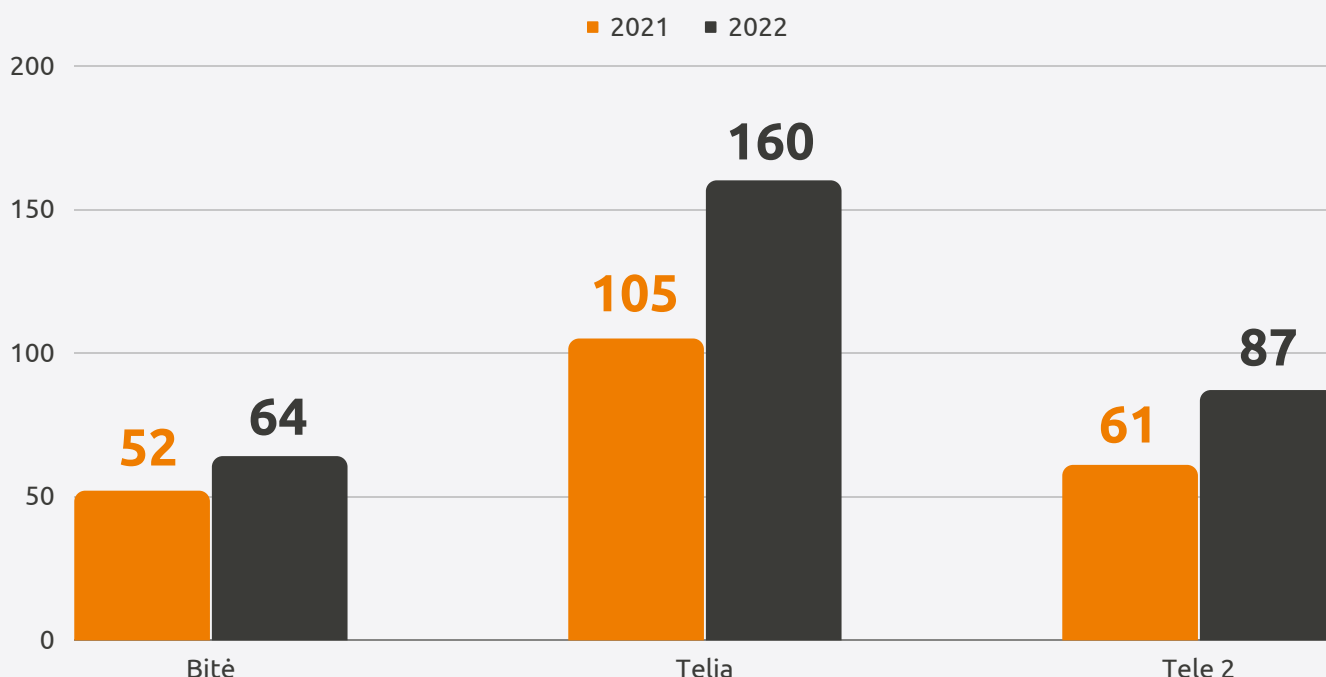
Universal electronic communications services include internet access and voice communication services needed to meet the basic needs of end-users.

Quality measurements

We measured the quality of mobile internet access services across Lithuania.

We measured the mobile internet access services of “Bitė Lietuva”, UAB, “Telia Lietuva”, AB, and “Tele2”, UAB. In total, we carried out more than 60,000 measurements - in cities, in smaller settlements and on local roads. According to our measurements, the speed of sending and receiving data is increasing every year.

Average data reception rate, Mbps



Market research

We have started market research on broadcast facility services and on broadcast facility services for the provision of content services to end users.

The purpose of these market studies is to assess developments in these markets in order to determine whether there is a need for additional market regulation measures and obligations necessary to ensure effective competition and consumer interests in these markets, and to prevent undertakings with significant market power from abusing their market power.

Regulation of electronic communications is changing: fewer and fewer markets are relying on assumptions that additional sectoral measures are needed to reduce competitive barriers. The aim is to ensure that electronic communications markets operate under free market conditions and that economic operators operating in them, as in any other market, are subject to legislation governing competition.

Monitoring and supervision of economic operators

We assess the compliance of economic operators in the field of electronic communications with the obligations and other requirements imposed on them.



We carried out two audits of cost accounting systems and accounting separation.

Results of the audit of "Telia Lietuva", AB. Our conclusion - we found non-compliance with the cost accounting requirements for the calculation of cost carriers, the calculation of a reasonable return on investment, the geographic information system (GIS) service for the connection to the lease of communication cables ducts, inconsistencies in the allocation of peer-reviewed activities and in the preparation of other general reporting with established cost accounting requirements. In addition, it was not possible during the audit to gather adequate evidence to ensure that the allocation of the distribution of the protective conduit assets and the associated costs to the communication cabling system is appropriate

and in line with the principles of the cost accounting rules for regulated activities. We have contacted "Telia Lietuva", AB regarding the non-compliances identified during the audit and requested them to rectify the identified deficiencies within specific deadlines.

Results of the audit of the Lithuanian Radio and Television Centre (LRTC). Our conclusion – LRTC's cost accounting and accounting separation reports for 2021 comply in all material respects with the requirements of the legislation and the prices charged are appropriately cost-based.

Comments submitted to the LRTC:

1



The methodology for calculating the ROI beta coefficient allows for errors in the calculation of the ROI and it is therefore recommended to consider the use of a weighted beta coefficient in future reporting periods.

2



Following the identification of data transfer errors, the ineffective internal controls in the manual entry of data into the cost accounting system were repeatedly reported.



We have carried out a review of the tariffs for the services provided by PE "Plāčijaustis internetas".

The CRA assessed the tariffs for public wholesale high-speed broadband services developed by the State in areas where there is no other high-speed broadband infrastructure in place or where there is no competition for the provision of these services.

We found that these tariffs comply with the requirements of the methodology for the calculation of tariffs for public wholesale broadband services, i.e. the tariffs are not more or less than 10% above or below the

sum of the cost of the service and the planned investments for the current year, pro rata to the service, and therefore, in line with the requirements of the legislation, it was found that the tariffs for services as previously approved were reasonable.



We have coordinated the monitoring indicators to be recorded by “Telia Lietuva”, AB for the two markets.

We have agreed on key performance indicators for monitoring the Wholesale Local Access Market and the Wholesale Central Access Market, which “Telia Lietuva”, AB, as an operator recognised as having significant market power in these markets, will periodically report to the CRA. This will allow for more effective monitoring of compliance with regulated services and obligations.



We achieved that “Telia Lietuva”, AB publishes speeds in standard offers in line with the principles of the open internet.

We have instructed “Telia Lietuva”, AB to specify in its standard Wholesale Broadband Access Offer the analogous speeds defined in the Regulation of the European Parliament and of the Council EU 2015/21/20 applicable to retail services.

From now on, in addition to the maximum upload and download speeds, “Telia Lietuva”, AB also publishes information on the minimum and normal upload and download speeds of wholesale broadband access services. This enables users of these services to appropriately shape the parameters of incoming and outgoing connection speeds in their retail service agreements.



We have ensured that “Telia Lietuva”, AB, breaks down offers according to service level agreements.

We found that “Telia Lietuva”, AB offered its retail business customers an optional service level agreement service based on shorter troubleshooting times. For wholesale broadband access customers, the company did not offer this option. We have instructed “Telia Lietuva” AB to supplement the terms and conditions of the standard offer for recipients of this service. “Telia Lietuva”, AB has undertaken to include the additional service “Troubleshooting Plus” in the standard Wholesale Broadband Access offer.



We carried out 15 planned inspections of providers of electronic communications services.

We found 11 cases where documents or processes of electronic communications service providers did not comply with legal requirements. Non-compliances must be rectified within a set time limit, i.e. within 5 working days of the non-compliance being detected. The purpose of the CRA's planned inspections is to assess the information on the undertaking and to provide methodological assistance to the undertaking in order to ensure the provision of quality services to their customers.

11

documents or
processes of providers
of electronic
communications
services did not
comply with legal
requirements



Electronic communications resource management

We make sure that electronic communications resources are used efficiently.



Radio frequencies

We allocate radio frequencies and set the conditions for their use to maximise benefits for consumers, avoid interference, ensure the quality of electronic communications services, promote competition and foster innovation.



We have contributed to Lithuania's transformation into a gigabit society.

We have prepared the radio frequencies and handed them over to the operators intending to offer 5G services, who have won the frequencies in the two auctions we have held.

The winners of the auctions were obliged to launch commercial 5G services in at least one of these cities no later than six months from the date of authorisation: in Vilnius, Kaunas, Klaipėda, Šiauliai or Panevėžys; by 31 December 2023, to launch 5G services in all five largest cities of the Republic of Lithuania; and by 31 December 2025 at the latest, to make available electronic communications services with a speed of at least 30 Mbps on trunk motorway roads and trunk railway lines of national importance; no later than in five years to launch electronic communications services covering at least 98% of the territory of the Republic of Lithuania and to enable at least 80% of households to have access to electronic communications services of at least 30 Mbps.

Auction winners' 5G networks covered

70,4%

**of the territory
by the end of 2022**



and were within reach of

90,9%

of the population



We have allowed the Lithuanian Radio and Television Centre to increase the power of its transmitters.

In November-December 2022, the expansion of the Lithuanian Radio and Television Centre's (LRTC1) first digital terrestrial television (DTT) network led to an increase in the transmitter capacity of 18 DTT stations, resulting in a 1.3 percentage point increase in the territorial coverage of the DTT network (from 94.8% to 96.1%).

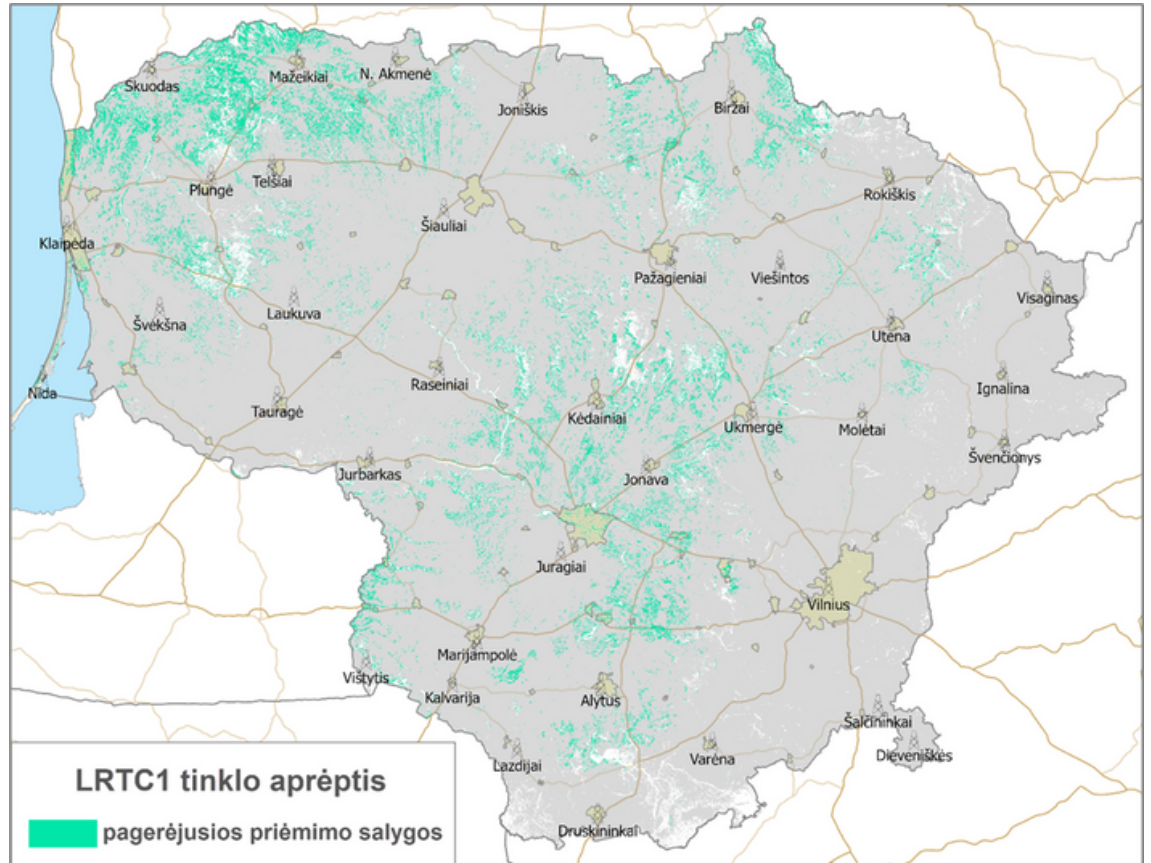


Figure 1. Improving LRTC1 network coverage



We have granted authorisations for the development of terrestrial television to the Regional Television "Aidas".

In October-November 2022, 3 digital terrestrial television network stations were installed and put into operation by "Aidas" Regional Television (Bukiškis village, Vilnius district; Karužiškiai vs., Vilnius district and Juzina village, Švenčionys district). The network broadcasts 3 TV programmes, including 2 TV programmes produced by Ukrainian broadcasters ("Freedom TV" and "Espresso TV") in Ukrainian, English and Russian.

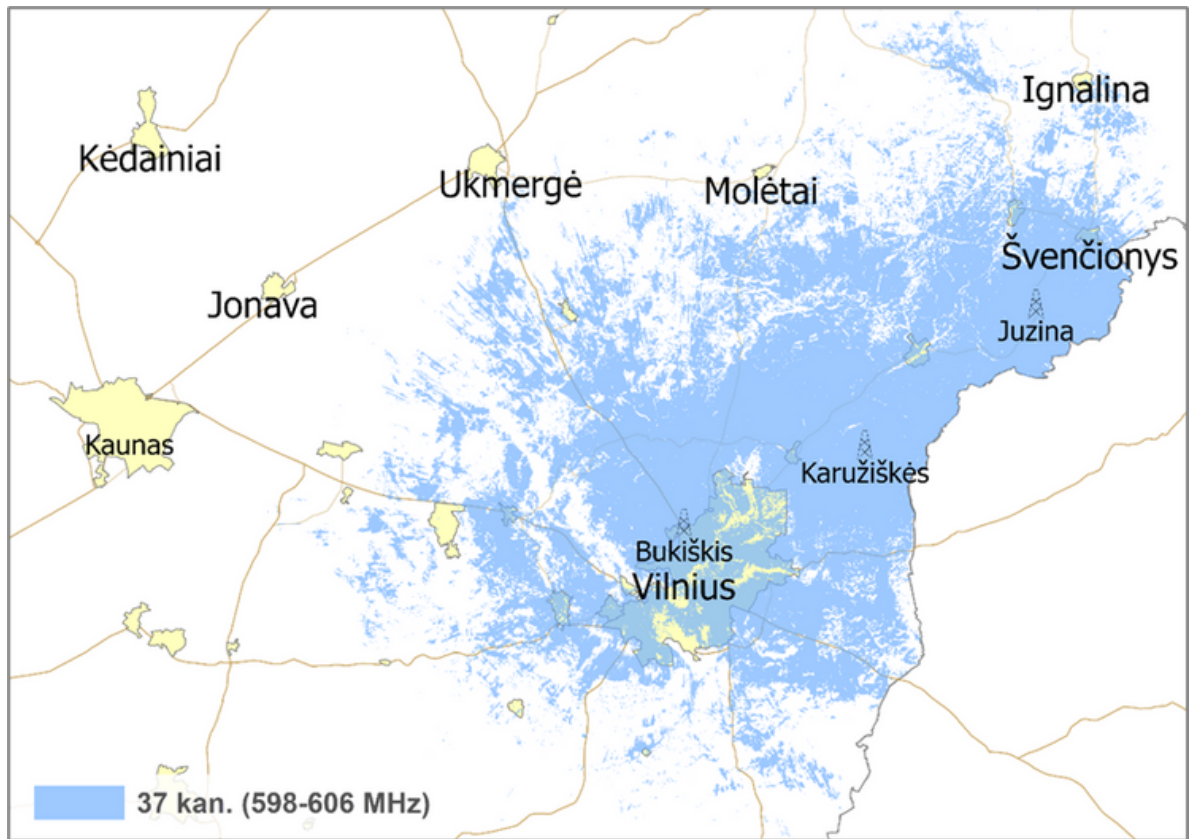
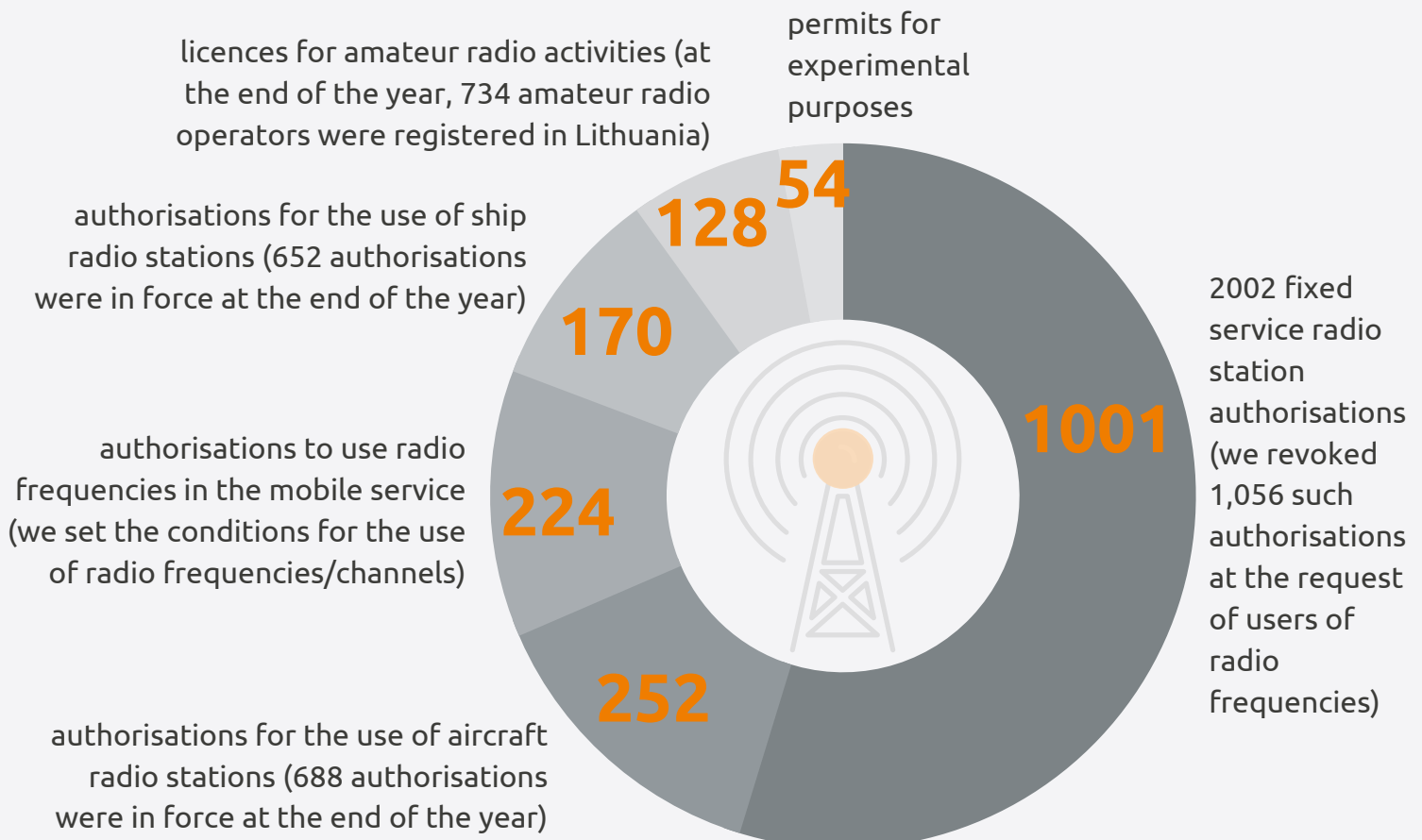


Figure 2. Coverage of the digital terrestrial television network of the regional television "Aidas"

We have issued authorisations to use frequencies





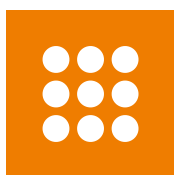
Depending on the complexity, it takes between 1 working day and 8 working days to issue a resource authorisation. In more complex authorisation cases, we publish a public consultation, which can take up to 2 months to complete the authorisation process.

1-8 working days

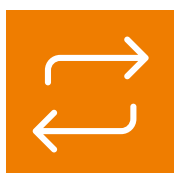
2 months

Numbering

We want to ensure that there are sufficient national numbering resources to provide public electronic communications services.



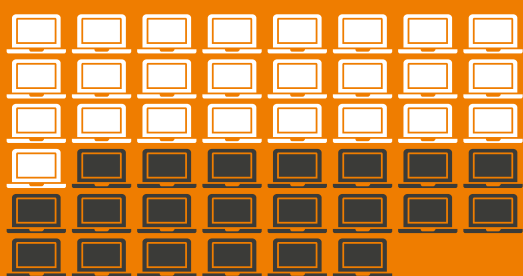
We allocated 875,525 numbers, including 865,577 mobile numbers and 7,000 M2M numbers, i.e. non-geographic twelve-digit numbers. Numbers were allocated within an average of 3 working days.



We have withdrawn the right to use 3,529 numbers and 33,336 numbers have been transferred to other users. **Number portability is used by around 4% of all active telephone subscribers per year.** This service allows the customer to choose the operator that can offer the best conditions.

Domains

We grant the right to use the Lithuanian name on domains, provided that the name is used in a way that properly represents Lithuania on the internet.



25

we have granted the right to use the name of Lithuania in domains

21

we have revoked the right to use the name of Lithuania in the domain

The right to use the name of Lithuania in domains was granted **within 3 working days on average**

Spectrum monitoring



We carried out radio monitoring throughout Lithuania.

Spectrum monitoring is an important component of the radio spectrum management system, enabling an assessment of the actual state of spectrum use, how much spectrum is being used and where it is being used or is available, and whether users are complying with the conditions of use imposed on them. Monitoring also includes assessing the potential for radio interference and searching for illegal users of radio frequencies.

944
violations

In 2022, we detected 994 infringements (1,130 in 2021), the most frequent of which were the following: radio transmitting equipment was used without the necessary authorisation for such activities.



We've been working to ensure that high quality radio and TV programmes reach consumers.

We carried out 758 frequency deviation and 764 radio frequency modulation power measurements and detected 31 radio frequencies (channels) being used outside the defined conditions. All inconsistencies in the radio stations' signal parameters were resolved within the deadline of one month.

Signal parameters for digital terrestrial television broadcasting stations were measured during scheduled inspections or after the installation of a new station. In total, we carried out 151 measurements. We identified and resolved 3 non-compliances.



We checked if radio networks and stations meet the conditions set by the CRA.

When assigning frequencies to radio networks and stations, the CRA sets rules on how these frequencies must be used so as not to cause interference to

other users. CRA experts calculate how the frequencies should be used.

In 2022, we carried out 120 planned inspections of domestic radio networks and 20 planned inspections of radio and TV broadcasting stations.

Unscheduled inspections were also carried out: 12 indoor radio networks, 7 radio and 4 TV broadcasting stations were checked. A total of 40 non-compliances with the installation design or breaches of the conditions of use of radio frequencies/channels were found.

The following infringements were found: improper antenna, unauthorised location of the station, signal parameters that did not comply with the prescribed standards, effective radiated power of the transmitter that did not comply with the prescribed conditions for the use of radio frequencies/channels, unauthorised radio frequency.

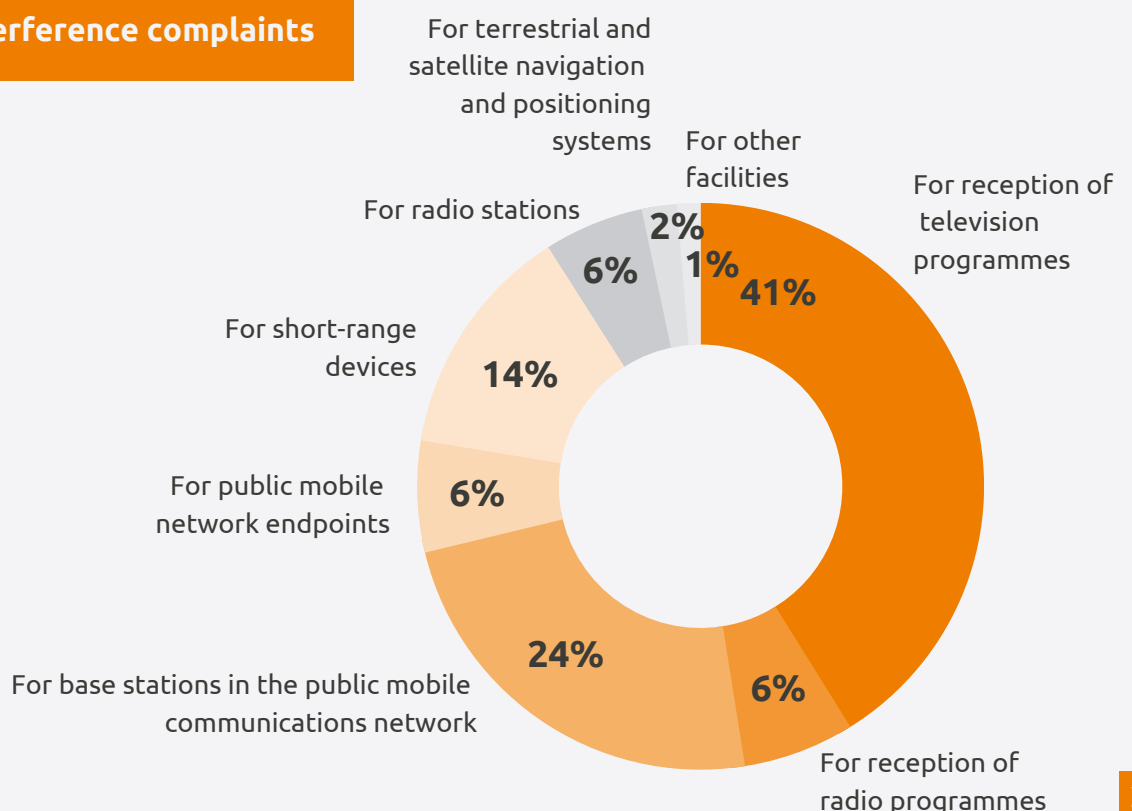
All of the above-mentioned design inconsistencies and/or breaches of the conditions of use of radio frequencies/channels have been resolved. One month is given to remedy the infringement.



We investigated 299 applications on radio interference from natural and legal persons.

The majority of the applications (123) were for radio interference with television reception. The analysis showed that as many as 53 (43.1%) of the disruptions were due to equipment failure or misuse. We also received 90 applications for radio interference to public mobile base stations and endpoints, and in 23 cases interference was caused by mobile repeaters.

Distribution of radio interference complaints



Our research showed that out of 299 applications, 91 (30.4%) were due to radio interference, another 94 (31.4%) were due to equipment failure and 70 (23.4%) resolved spontaneously.

Most of the radio interference cleared (62.6%) was caused by base stations and repeaters in public mobile networks and short-range radio equipment (16.5%). Other disruptions accounted for only a few cases.

The average time to investigate an interference is 6 working days. This indicator is highly dependent on the frequency of the interference, when the applicant is able to welcome CRA employees to remove the interference, the complexity of the investigation and other circumstances. For example, 13 investigations were completed and the interferences cleared within one working day. In more complex cases, where interference is rare or applicants are unable to welcome CRA employees, investigations take longer - 13 investigations were completed in 20 working days or more.

Examples of situations we have solved



01

In Vilnius, a man interested in radio technology built an open-source electronic device and carried out various experiments with it. He did not consider that the device could emit a radio signal. The device's continuously emitted radio signal blocked the radio equipment for car alarms and the opening of courtyard barriers for residents of several neighbouring houses, and the residents were unable to activate and deactivate their car alarms and open the courtyard barriers.

In Vilnius, we detected an extraneous radio signal coming from a private house. We found out that the interference was caused by the remote control of a household rubbish shredder with a button that was always pressed. We found the remote in a kitchen drawer. The owner explained that she had recently been tidying up the house and had recently placed kitchen utensils on the remote control, which had pressed the button on the remote control, causing it to emit a constant radio signal. An extraneous signal blocked the car's radio security and garage door opener.



02

03

The barcode scanner interfered with car alarms.

Something interfered with emergency communication at Palanga Airport. We found out that the source of the interference was the airport's garbage collection machine, whose control unit was emitting the interfering signal.

04

05

A crane that moves large parts of a ship got stuck in one company. It got stuck while working and was only stopped when the power was switched off. Fortunately, the accident and the huge damage were avoided. We found out that the cause of the failure was a faulty fan control unit, which interfered with the operation of the crane.



We carried out 11 investigations into illegal possession of radio suppression devices.

It is illegal to use or possess radio suppression devices under the Code of Administrative Offences, except in the exercise of their functions by public authorities.

We are receiving requests from Lithuanian police officers to determine whether the seized device is a radio suppression device. In 2022, we carried out 11 such investigations, issued administrative offence reports and imposed fines on the owners of these installations. We have adopted decisions to confiscate 9 radio suppression devices.



We've introduced website sawap.rrt.lt, which provides information on installed low-coverage wireless access points.

In 2022, we registered more than 4.3 thousand 2G, 3G, 4G and WiFi-enabled hotspots. Electronic service providers have the opportunity to assess the cumulative capacity of such hotspots, as well as the potential interference between them, at a specific location of interest. This helps them to decide whether they can install their own low-coverage access points in a given location, and where to locate them in order to ensure that the cumulative power does not exceed the radiation limits and does not cause mutual interference.

Radio amateurs

We grant amateur radio licences and authorisations to use radio call signs.

At the end of 2022, a total of 734 radio amateurs were registered in Lithuania. In order to become an amateur radio operator, you have to pass a qualification exam organised by CRA. In 2022, 35 candidates took these examinations and 32 passed successfully.

International cooperation

We signed an agreement with the Polish communications regulator on the terms of use of the 694-790 MHz band, which entered into force on 17 August 2022.

The agreement is based on the provisions adopted by the CEPT, taking into account ECC Recommendation (15)01. In this way, Lithuania has finalised the conditions of use with neighbouring countries for this band, which is one of the EU's three priority bands for 5G deployment.

At international level, we have coordinated stations with neighbouring countries and laid the foundations for more efficient use of radio spectrum resources, both nationally and regionally.



Fixed service stations have been coordinated at the request of the Polish administration.



Fixed service stations have been coordinated at the request of the Latvian administration.

We organised a meeting of the Spectrum Expert Working Group of the EaPeReg network of Eastern Partnership Electronic Communications Regulators.

The 14th meeting of the Spectrum Expert Working Group of the EaPeReg network of electronic communications regulators from the Eastern Partnership countries took place in Vilnius. This year it was co-organised with the European Commission by the CRA, one of the co-chairs of the working group. Radio spectrum experts from the Eastern Partnership and the EU discussed radio spectrum coordination issues relevant to both regions.

We took part in an international project to monitor short waves (4 to 27 MHz).

In 2022, we carried out automated spectrum occupancy monitoring, which continues in 2023. We presented the results of the spectrum occupancy monitoring to the European Conference of Postal and Telecommunications Administrations (CEPT) Working Group FM22 "Monitoring and Enforcement". The results of the monitoring are being used to improve the allocation and use of shortwave radio frequencies globally.

Monitoring the equipment market

We make sure that electrical or electronic products, as well as equipment containing electrical or electronic components, comply with the applicable mandatory requirements, and ensure the electromagnetic compatibility of such equipment and devices.



We monitored the market for equipment sold in Lithuania and imported into Lithuania.

In 2022, we verified the compliance of 60 types of radio equipment and 100 types of electrical and electronic apparatus with the administrative requirements of the technical regulations, as well as the compliance of 40 types of radio equipment and 40 types of electrical and electronic apparatus with the essential requirements of the technical regulations. Non-compliance with the administrative requirements of the technical regulations accounted for 14% and non-compliance with the essential requirements accounted for 40% of the equipment and apparatus inspected.

The non-compliant products were ordered to be removed from the market: 14 types of radio equipment (drones, radio-controlled toys, radios) and 18 electrical and electronic apparatus, mostly LED power supplies.

We have suspended trade in these non-compliant devices until a sufficient level of electromagnetic compatibility and efficient use of the radio spectrum is achieved.

Information on non-compliant and recalled products is published in the Information and Communication System on Market Surveillance (ICSMS) in order to prevent the placing on the market of such non-compliant equipment in other countries.

Surveillance is carried out by checking the administrative (documentation checks) and essential (equipment measured in a laboratory) requirements of the EMC and RED Directives for electrical and electronic apparatus and radio communication equipment entering and sold on the Lithuanian market.



Verification of new products for the European and international markets.

We inspected medical devices, various types of femtosecond lasers, space satellites and 83 other types of equipment. 26% of the devices did not meet the requirements and did not enter the market. If we compare Lithuania with other European countries, we can see that the situation is similar across the EU single market.



We examined 2,161 customs declarations on radio communication equipment and electrical and electronic apparatus imported into Lithuania.

Such monitoring allows us to assess the types of devices and apparatus entering the Lithuanian market from third countries and reduces the likelihood of illegal, i.e. radio suppression products entering the Lithuanian market. Last year, we found no infringements.

If we notice a significant increase in imports of a certain type of equipment, we adjust our inspection programmes accordingly, for example, during the Christmas period, with the increase in imports of electric garlands, we carry out targeted inspections of such equipment on the market - checking the technical documentation and, if necessary, carrying out tests in the laboratory.



26%

of the devices did not meet the requirements and did not enter the market

464

customs declarations containing data on radio equipment and electrical non-electronic apparatus imported into Lithuania examined

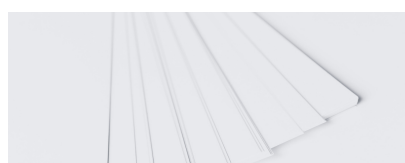


Regulation of digital services



**Overseeing
the trust
services
market**

Electronic transaction trust services ensure secure and legitimate electronic transactions. Trust services include:



Creating certificates for electronic signatures or electronic seals



Creating website authentication certificates



Creating electronic time stamps



Validation of electronic signatures or seals



Long-term protection of electronic signatures or electronic seals



Electronic registered delivery

In order to encourage the use of trust services by the Lithuanian population, we are focusing on the supervision of trust service providers to ensure the provision of fully compliant, secure and reliable services, as well as on the promotion of the benefits of e-signatures and trust services, especially among people with lower incomes or older people.



We supervised trust service providers.

We aim to ensure that trust service providers and the trust services they provide comply with the requirements set out in the eIDAS Regulation and its implementing legislation. This determines the quality of the service and promotes consumer confidence and willingness to use digital services.

In 2022, there were five such providers on the market, offering five different types of qualified trust services out of a possible 9:

- **2 service providers producing qualified electronic signature certificates:** Identity Documents Personalisation Centre under the Ministry of the Interior of the Republic of Lithuania (ADIC) and the State Enterprise Centre of Registers (SE CR).
- **2 service providers of qualified electronic timestamping services:** UAB "BalTstamp" and SE CR.
- **1 service provider issuing qualified certificates for electronic seal:** SE CR.

- **2 service providers providing qualified validation services for qualified electronic signatures:** UAB “Dokobit” and UAB “Nevda”.
- **2 service providers providing qualified validation services for qualified electronic seals:** UAB “Dokobit” and UAB “Nevda”.



We have assessed the notification by UAB “Nevda” of its intention to provide qualified trust services.

We have granted the new service provider the status of qualified trust service provider and the right to provide qualified validation services for qualified electronic signatures and qualified electronic seals.



We assessed the business processes of qualified trust service providers.

We have confirmed the compliance of UAB “Dokobit” (following a mandatory audit every 2 years), ADIC and SE CR (following a change in the provision of their qualified trust services) with the requirements, where these service providers have made the relevant adjustments to their business processes in response to the CRA's comments.



We have assessed the security of qualified electronic signature creation devices guaranteed by Lithuania.

We have examined 6 devices, which have been included in the list of qualified electronic signature creation devices developed and maintained by the European Commission on behalf of Lithuania, and which can also be used by trust service providers in other European Union countries. We found that the certification period for four devices has expired and the bodies that certified them can no longer certify that these devices will be safe.

Lithuania, as an EU Member State that has notified devices to the European Commission, ensures the safety of these devices and takes full responsibility for the use of the devices on the list. Therefore, we have submitted information to the European Commission on the qualified electronic signature and seal creation devices distributed in Lithuania by ADIC and the SE CR, in order to update the list of qualified electronic signature creation devices maintained by the Commission, with the dates from which the use of these devices will have to be discontinued.



We organised an event for market participants “eIDAS Regulation: electronic signature and other tools for digitising processes”.

The event is designed to introduce business and the public sector to the opportunities and innovations of digitisation.



We took part in the “Senjorų dienos internete 2022” series of events.

We educated seniors about qualified electronic signatures, safety in social networks and the “Švarus internetas” hotline.



We organised the “DigiT Baltic 2022” international conference.

During the event, we presented the upcoming digital developments related to the changes to the eIDAS Regulation to the Baltic region's business and public sector representatives. By organising an event of this kind, we aim to boost the pace of digital transformation. The conference is being organised from 2021 in cooperation with “Infobalt”.



„DigiT Baltic 2022“



We aim to boost the pace of digital transformation



Regulation of postal services

We set the rules for the provision of postal services, monitor the market to ensure effective competition, and oversee the proper provision of universal postal services and the delivery of periodicals to rural areas, ensuring access to postal services and periodicals throughout Lithuania.





We have assessed the international parcel tariffs of Lithuanian Post.

In accordance with the provisions of Regulation (EU) 2018/644, every year we carry out an assessment of the tariffs for international parcel deliveries to the European Union and the countries of the European Economic Area (hereinafter - the EU/EEA countries) in order to increase the transparency of the tariffs for delivery of international parcels and to avoid unreasonable differences in the tariffs between the European Union Member States.

The assessment found that the tariffs charged by Lithuanian Post for international parcels to 14 EU countries (Austria, Belgium, Cyprus, Finland, Greece, Hungary, Ireland, Iceland, Luxembourg, Malta, Norway, Poland, Portugal and Romania) were on average 51% higher than their cost amounts, i.e. unreasonably high, and should be reduced in line with costs.

We have submitted the evaluation report to the European Commission. Accordingly, as of 1 February 2023, the tariffs charged by Lithuanian Post for sending mail to the above-mentioned EU/EEA countries have been reduced.



We drafted three conclusions on compensation to Lithuanian Post from the state budget for €16.5 million.

Lithuanian Post has approached us with requests for compensation for the losses incurred in 2021 and the first half of 2022 in the provision of the service of delivery of periodicals to subscribers in rural areas, as well as with a request for compensation for the losses incurred in the provision of the universal postal services in 2021.

Having examined the information and other data provided, we find that the company's requests are justified. We have submitted our findings to the Ministry of Transport and Communications.

11,4
million

in losses on the provision of the periodicals service to rural subscribers between 2021 and the first half of 2022

5,12
million

in losses on universal postal services in 2021

The amount of compensation claimed by Lithuanian Post for losses in the provision of periodicals increases every year, because in order to slow down the decline in the number of periodicals delivered in rural areas, the new tariffs for periodicals set by a resolution of the Government of the Republic of Lithuania are constantly being reduced, and they remain lower than the costs of providing periodicals.

Lithuanian Post's claims for compensation for the losses from the provision of the universal postal service were found to be justified only in 2015 and now for the year 2021. Based on the requirements of the legal acts and the assessment of the data provided by Lithuanian Post, the CRA found that the amount of the requested compensation for the losses is reasonable, as the provision of the universal postal services was an unreasonable financial burden on Lithuanian Post. The calculations showed that in the absence of the obligation to provide the universal postal service, Lithuanian Post would not provide services in 179 out of 258 geographical areas served by Lithuanian Post due to the loss-making nature of this activity. Therefore, by approving the request of the Lithuanian Post for compensation, we sought to ensure the continuity of operations of Lithuanian Post and the fulfilment of its obligations. These solutions are needed to ensure that the Lithuanian population has access to essential postal services.



We carried out an audit of the cost accounting system of Lithuanian Post.

We found that the cost accounting system used by the Lithuanian Post, the annual universal postal service report for 2021 and its analytical annexes generally comply with the legal requirements. Unfortunately, the Lithuanian Post did not have an approved methodology for the determination of norms applicable to the allocation of costs, and when calculating the return on investment complying with the criterion of reasonableness, it did not follow the formula for the calculation of the cost of equity capital set out in the legal acts. In order to ensure that the tariffs for services regulated by the CRA, which are used by the entire population of Lithuania, are based on the costs actually incurred, we contacted the Lithuanian Post about the discrepancies identified during the audit. Taking into account the comments, the Lithuanian Post has already on 28 December 2022 formally approved the methodology for determining the norms to be applied for cost allocation.





We have carried out a study on the non-discriminatory conditions of use of the postal network, the characteristics of the postal network and the quality of the universal postal service.



Investigation. Having received information from market participants regarding possible discriminatory terms and conditions applied in the agreements for the placing of postal items in the Lithuanian Post network, we conducted an investigation.



Conclusion. The results of the investigation did not confirm that the postal service providers are subject to discriminatory requirements regarding the placement of parcels in the Lithuanian Post network.



Investigation. Having assessed the data provided by Lithuanian Post on the quality results of the universal postal service in 2021, we have found that in 2021 Lithuanian Post did not meet the quality requirements for priority correspondence items, registered priority correspondence items, registered non-priority correspondence items, ordinary non-priority correspondence items in Lithuania and international priority correspondence items sent between EU countries. Thus, we found that the universal postal service provided by Lithuanian Post did not comply with



9 out of **11**

of the quality indicators set out in points 9 to 10 of the Universal Postal Service Quality Requirements Description.

We notified Lithuanian Post of the infringement and set a deadline for correcting the discrepancies.

Lithuanian Post justified the non-compliance with the quality indicators on the basis of disruptions caused by the COVID-19 pandemic and the challenges of the company's automated parcel distribution system. The company has provided evidence that the quality indicators have improved since the pandemic and meet the regulatory requirements.



Conclusion. Taking into account that COVID-19 can be considered as an objective reason beyond the control of Lithuanian Post, which led to the non-fulfilment of the quality requirements and could have influenced the quality results of the universal postal service of the Lithuanian Post in 2021, the infringement proceedings were not initiated with regard to the failure of Lithuanian Post to meet the quality indicators of the universal postal service of Lithuanian Post in 2021.



We carried out 12 planned inspections of postal service providers.

We identified 4 cases where documents or processes did not comply with legal requirements. The purpose of the CRA's planned inspections is to assess the information on the undertaking and to provide methodological assistance to the undertaking in order to ensure the provision of high quality services to consumers. Non-compliances must be rectified within a set time limit, i.e. within 5 working days of the non-compliance being detected.

Regulation of railway transport services

We monitor the railway market, regulating and supervising the activities of railway infrastructure managers, operators of railway service facilities and railway undertakings to ensure that conditions are in place for effective competition and development in railway transport services.





We have completed our investigation into service charges in railway service facilities.

We found that the rates of AB "LTG Infra" for the use of train formation and shunting facilities were not calculated in accordance with the requirements of legal acts.

We have ordered the recalculation of incorrectly calculated charges. At the time of the investigation, AB "LTG infra" had already refunded more than €489,000 to users of these services for services overcharged but not provided.



We dealt with two complaints from carriers about the actions of the railway infrastructure manager.

One complaint was received concerning access to public railway infrastructure. UAB "Gargždų geležinkelis" appealed against the decision of AB "LTG infra" not to allocate to it all the requested capacity of the public railway infrastructure for the period of the service timetable 2022-2023. This prevented the carriage of all scheduled loads. We found that the applicant's complaint was partially justified: AB "LTG Infra" had the possibility and the obligation to allocate a higher share of the requested capacity. For this reason, we obliged the manager to take a new decision. AB "LTG infra" complied with the CRA's obligation.

Another complaint concerns charges for the use of public railway infrastructure. UAB "LGC Cargo" appealed against the decision of AB "LTG infra" regarding the amount of more than €34,000 charged to it as a result of the recalculation of its pay. After assessing the complaint material, the CRA decided that the recalculation had been carried out correctly and that the applicant's complaint was unfounded.



We have assessed the annual accounts of AB "LTG Infra".

The report presented in this set shall ensure that the accounting of the railway transport activities of AB "LTG Infra" is segregated in accordance with the requirements set by the CRA and that it is suitable for the analysis of the cost of final services.



If AB "LTG Infra" complies with the accounting separation requirements, the accounting and pricing of its activities ensures transparency, clarity and consistency, and fair remuneration for infrastructure users.

International cooperation

We have signed a cooperation agreement between railway regulators RFC8.

An agreement between the 8 countries belonging to the 8th International Rail Freight Corridor will make it easier to solve international problems. Close and expeditious cooperation with railway market regulators is essential for the reorientation of East-West freight transport.

In order to achieve uniform regulation of the railway transport sector across the EU, we have contributed to the drafting of 7 documents by the Independent Regulators' Group - Rail (IRG-Rail). The documents look in more detail at the schemes for calculating the costs directly dependent on train traffic, the principles of traction current charging, the specifics of the regulation of sidings, the regulatory challenges for multimodal transport as a service, and opinions on the European Commission's initiatives for the publication of descriptions of railway service facilities, and the proposed changes in the regulation of the corridors of international freight transport by rail.



Consumer protection



Consumer protection online



Providing consultations to consumers



Handling disputes

Protecting consumers online

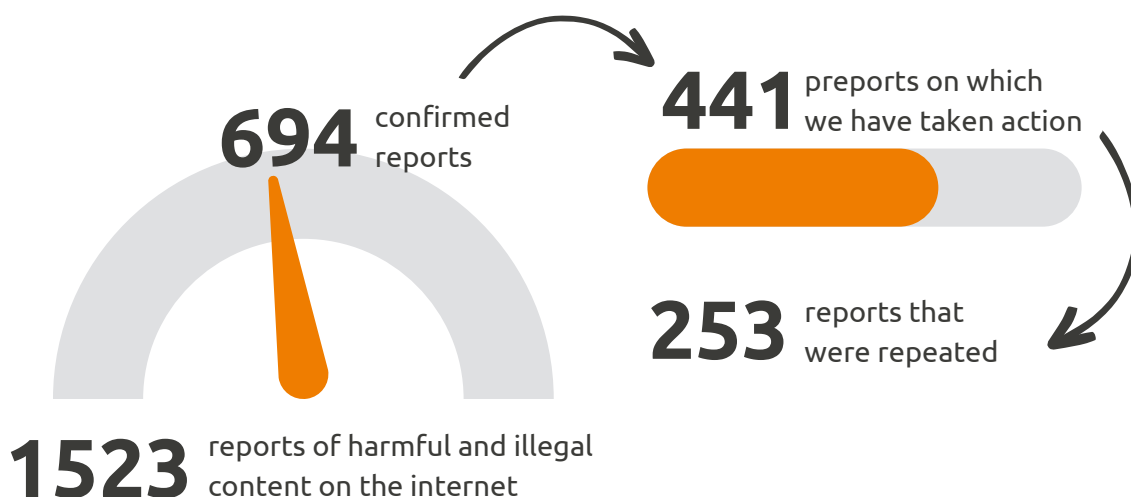


In order to protect users, especially children and minors, from harmful content on the internet, we monitor the use of filtering and flagging tools, and deal with reports of harmful and illegal content on the internet.



We investigated 1,523 reports of harmful and illegal content on the internet received by using “Švarus internetas” hotline.

The CRA hotline can be used to report pornographic, paedophilic, racially or ethnically motivated content found online. In 2022, 694 notifications were confirmed. Action was taken on 441 reports, 253 of which contained duplicate information. 17 reports were forwarded to the police for further investigation, to the Office of the Inspector of Journalist Ethics – 67, to Internet hotlines in other countries, and to members of INHOPE, the international association of Internet hotlines - 265; 92 notices were sent to various countries' internet service providers, website owners and social network operators, with a Notice and Take Down (NTD) flagging the illegal content on their websites or networks and instructing them to remove it as soon as possible.





We have launched an automated search tool for illegal online content, based on artificial intelligence, which we are developing with “Oxylabs”.

In 2022, this tool was used to check

> 288 000

Lithuanian websites. We further evaluated the identified potentially illegal content and 19 websites were confirmed as potentially infringing requirements of legal acts.



We make sure that access providers on the public computer network use harmful content filtering tools.

As a result of our efforts, the use of mandatory filtering measures for public information affecting minors has increased. We regularly advise educational institutions and libraries, publish our recommendations on the installation, selection and use of web content filtering tools, and evaluate and approve web content filtering tools.



18% ↑

The proportion of respondents using mandatory filtering tools has increased over the year: in 2021, 56% of institutions responding used mandatory filtering tools, and 74% in 2022 (an increase of 18 percentage points).



19% ↑

The proportion of respondents using other filtering tools not approved by the CRA has also decreased significantly: 12% in 2022 (down 19 percentage points from 2021).



We checked the labelling compliance of computer games sold on the Lithuanian market.

We checked the labelling of 179 types of computer games for compliance with the requirements. We found no infringements.



Organising safer internet day and the project's final event "Safer Internet Centre Lithuania: draugiskasinternetas.lt IV".

We have completed the 15-month Safer Internet project "Safer Internet Centre Lithuania: draugiskasinternetas.lt IV". In the Safer Internet Project, the CRA carries out the functions of the internet hotline and, together with its partners, various publicity activities for the project and the internet hotline. CRA was one of the main organisers of the Safer Internet Day SID 2022 event. In 2022, an event-discussion "Child and Internet: when it is time and how?", which was also broadcast live online. The project results were presented to the public at the final event. Together with our partners, the Lithuanian Centre of Non-formal Youth Education, the association "Langas į ateitį", and PE "Vaikų linija", we have signed a cooperation agreement with the European Commission to implement a new 24-month analogical project "Safer Internet LT V". The project will continue until March 2024.



A world leader in reducing the availability of child sexual abuse material



**Project
Arachnid®**

We signed a cooperation agreement with with a Canadian non-governmental organisation the Canadian Centre for Child Protection.

We have joined "Arachnid", an international project to tackle the highly sensitive content of child sexual abuse, which is banned worldwide. Our experts received four weeks of training on this project.

Providing consultations to consumers

We want consumers of services in our regulated markets to be aware of the basic terms and conditions of these services, their rights and to be able to make decisions that are in their best interests and to exercise and protect their rights effectively.

>2500 

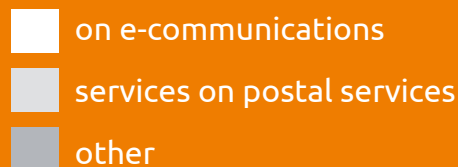
consultations to consumers on the provision of e-communications and postal services



15
working days

average time taken to process a written request and respond to the consumer

On average, email enquiries are answered within the following limits **2** working days



70%
30%



77%
23%



77%
15%
8%



≈ 40%

cases, consumers were able to reach amicable and compromising solutions with their service providers through the mediation of the CRA

The most frequent consumer questions and disagreements between consumers and providers of electronic communications services have arisen in relation to the circumstances surrounding the termination of agreements:

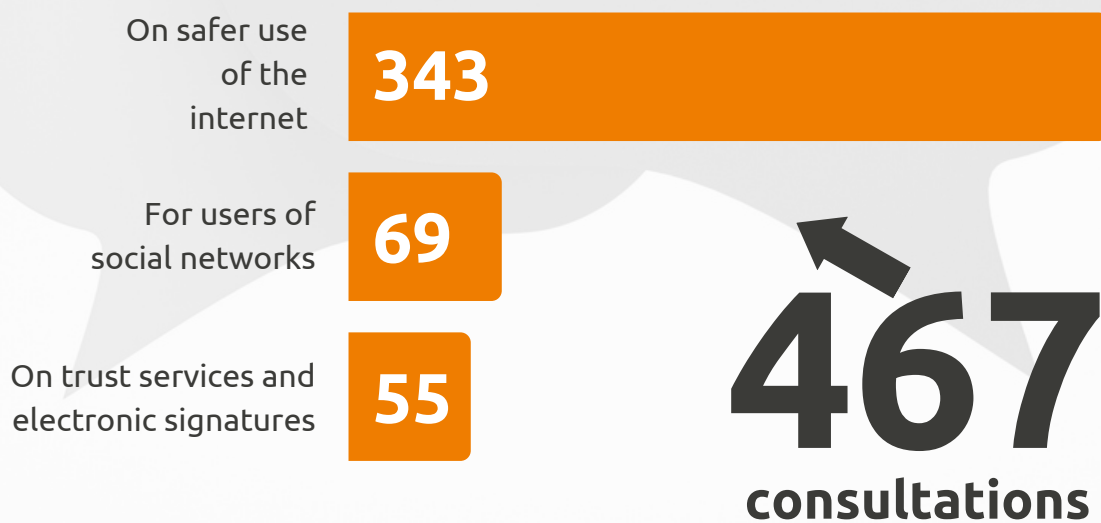


the reasonableness and fairness of the termination fees applied by service providers;



the reasonableness of the services invoiced and the fees paid for them.

We provided 467 consultations on safer use of the internet and social networks, trust services and electronic signatures.

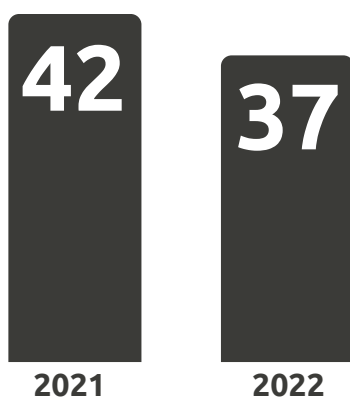


Handling disputes

We deal objectively and promptly with disputes between consumers and other customers of electronic communications and postal services and the providers of those services.

Users of electronic communications

Examined consumer dispute requests concerning public electronic communications services.



Amicable settlement of disputes - a compromise has been found or the service provider has met the consumer's demand.

55% in 2021 **59%** in 2022

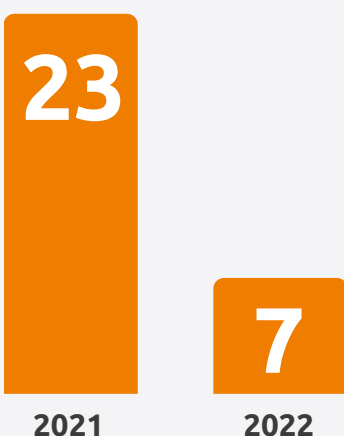


Average duration of the out-of-court settlement procedure for consumer disputes (statutory deadline of 90 calendar days).

41 days in 2021 **50 days** in 2022

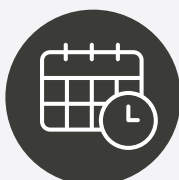
Email users

Examined consumer dispute requests concerning postal services.



Amicable settlement of disputes - a compromise has been found or the service provider has met the consumer's demand.

13% in 2021 **43%** in 2022



Average duration of the out-of-court settlement procedure for consumer disputes (statutory deadline of 90 calendar days).

49 days in 2021 **55 days** in 2022

Examples of consumer disputes



Electronic communication services. The consumer contacted the CRA to get a refund of €208.34 paid by her mobile operator for services she did not subscribe to. The consumer stated that in October 2021 she received a call from a representative of the operator informing her that the operator was gifting her a tablet as a long-term customer. The gifted computer was linked to a paid mobile internet service.

The consumer disputed that she had ordered any equipment or services during the conversation with the operator's representative, and therefore demanded a refund of the €208.34 she had paid for the mobile internet service provided with the tablet. The consumer stated that she did not use the mobile internet service, but only paid €208.34 for the tablet.

The user's original request was for a tablet. The operator replied that the user must return the tablet. However, the consumer was not satisfied with the operator's request to deliver the tablet to the operator's showroom. She offered the operator to take the tablet himself after a mutually amicable written agreement.

During the course of the CRA dispute examination, the operator satisfied all the consumer's claims and concluded a settlement agreement with her.

Postal services. In April 2022, the consumer sent 3 insured* postal items to Portugal, each with an assessed amount of €1,000. According to the consumer, the parcels in question were not received by the recipient and were not returned to the consumer and were therefore lost. By contacting the CRA, the consumer was seeking compensation. During the CRA proceedings, AB Lithuanian Post agreed to reimburse the amount of €3,030.75 claimed by the consumer, including shipping costs.

* A postal item which, in the event of damage or loss, results in the sender being reimbursed for the value of the postal item as stated by him.



We organised a meeting of the Nordic-Baltic Regulators' Consumer Protection Working Group.

We hosted the annual meeting of the Nordic-Baltic Regulators' Working Group on Consumer Protection. During the meeting, members of the working group presented the main developments in electronic communications in their countries and the activities of regulators in the field of consumer rights. It also discusses both the procedural mechanisms for the protection of consumer rights and the practical issues faced by regulators, as well as the specificities of the regulation of universal electronic communications services.

Monitoring of fees for services provided by state registers and managers of information systems

We perform the functions of the supervisory authority for the calculation of fees for the provision of data and the registration of a registry object by issuing opinions on the cost reasonableness of the calculated fees and on the reasonableness of the amount of the costs claimed for the provision of the registration and data services of a registry object free of charge.

In 2022, we issued three findings for public companies:



An opinion on the reasonableness of the level of reimbursable costs incurred by the Centre of Registers.

We found that the amount of reimbursable costs based on public funds is €15,089,277.70. The Centre of Registers sought a positive conclusion for €16,223,552.27.



Two negative conclusions for the Agricultural Information and Rural Business Centre and the Centre of Registers.

After assessing the information provided by these public undertakings on the remuneration for the provision of data and the registration of the registry object, we came to negative conclusions. We pointed out the deficiencies and asked for clarification. We have not received any updated information.

The Centre of Registers has informed that it will recalculate the salary levels and resubmit them in 2023.

International activities

108

International positions, documents, reports

18

Working groups we chaired or prepared projects for



We participated in

104

international events



Aid to Ukraine

A report on war damage to Ukraine's telecommunications infrastructure.

On 21-31 March 2022, the ITU Council in Geneva adopted Resolution 1408 on "Assistance and support to Ukraine in the reconstruction of its telecommunications sector", despite strong opposition from Russia and its supporters, which served as the basis for the drafting of a report on the damage caused by the war to Ukraine's telecommunications infrastructure. The report will be presented in December 2022. The CRA has made a significant contribution to its development.

We collected and publicised information on the decisions taken by postal service providers in the wake of the war in Ukraine.

We worked with postal service providers to provide communication services in Ukraine and to Ukrainian citizens in Lithuania. In support of the European Regulators Group for Postal Services (ERGP) initiative, we have proposed to postal service providers to reduce or abolish the fees they charge for sending parcels to Ukraine, including individual parcels containing medicines and humanitarian aid. We collected information from all postal service providers about their decisions: what action have they taken as a result of the war in Ukraine? Some have reduced or waived tariffs, several providers have simplified customs formalities and provided humanitarian aid.

We have been working with e-communications service providers to provide communication services in Ukraine and to Ukrainian citizens in Lithuania.

We collected information on operators' assistance measures for refugees from Ukraine and information on Lithuanian SIM cards used by beneficiaries in Ukraine. We made the information publicly available and made it available to national and international authorities so they could take informed decisions. We helped service providers when they needed technical advice to comply with police orders to block websites spreading Russian propaganda.

Sharing experiences with Ukraine.

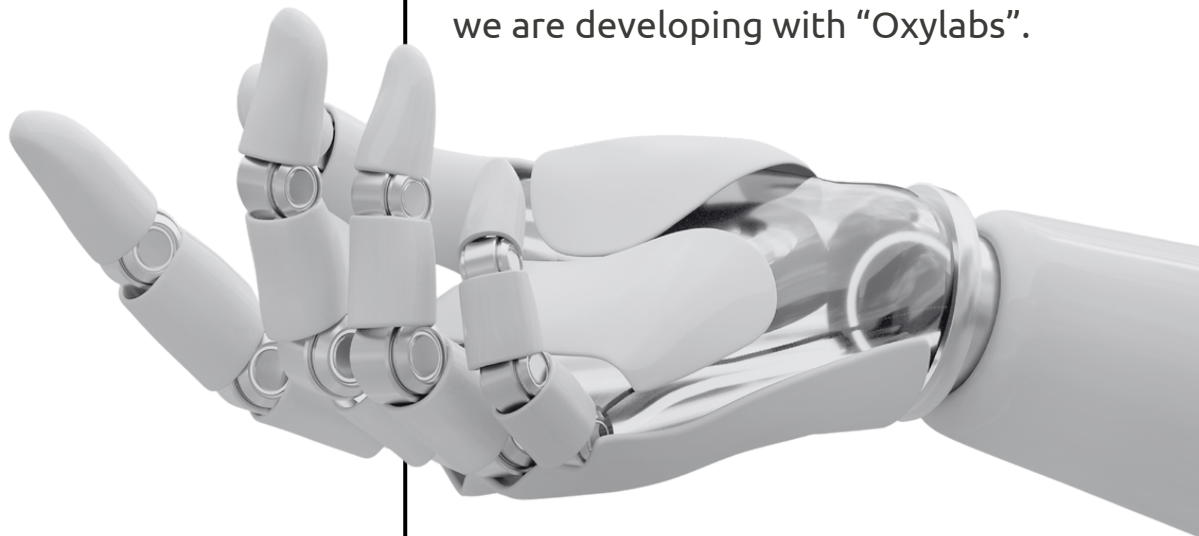
In a roundtable discussion organised by the Committee on Digital Transformation of the Verkhovna Rada of Ukraine, CRA shared Lithuania's experience in the area of trust services. The remote discussion focused on the institutional framework for trust services in Lithuania, the model of its legal regulation and the current state of the market for trust services.

2022

TOP results

January

We have launched an automated search tool for illegal online content, based on artificial intelligence, which we are developing with "Oxylabs".



We organised an online discussion for safer internet day "Child and Internet: when it is time and how?"

February

March

A new version of the General Conditions for Pursuing the Electronic Communications Activities entered into force.

The new version of the Rules on the Provision of Electronic Communications Services entered into force. They transposed the provisions of the European Electronic Communications Code into Lithuanian national law.

We have published the Postal Sector Report for Q4 2021



We have launched an auction for the right to use radio frequencies (channels) in the 3400-3700 MHz radio frequency band. This is another radio frequency band that can be used to deploy next-generation 5G mobile networks and 5G electronic communications services in the Republic of Lithuania.

The old numbers for emergency services are disabled in Lithuania - 01, 02, 03, 101, 102, 103, 011, 022 and 033, which have been out of use since 1 October 2021.

New Rules on the Assignment and Use of Communication Numbers are adopted, transposing the European Electronic Communications Code into Lithuanian national law.

eSIM



We have published the Electronic Communications Sector Report for Q4 2021

April



We have approved the Procedure for Activating Public Mobile Services and Switching Public Mobile Services Remotely (eSIM).

Organising a remote meeting with players in the electronic communications market "Lithuanian e-communications market: changes, opportunities, expectations".



A new version of the Law on Electronic Communications enters into force.



We have published the Trust Services Market Outlook 2021.

The CRA becomes responsible for enforcing international sanctions in the field of electronic communications.

The new CRA Council, appointed by the Decree of the President of the Republic of Lithuania, started its work.

We have introduced the Child Protection Online Guidelines.

June



May



We have issued a conclusion on the reasonableness of the level of costs to be reimbursed to the Centre of Registers.

We have set that users of international roaming services provided by mobile operators travelling within the European Union and the European Economic Area (EU/EEA) will pay for international roaming services as they would at home in Lithuania. Only one service provider is allowed to apply surcharges for international roaming services - UAB "Teledema".

The newly appointed CRA Council presented itself to the Sub-Committee on High Technologies, Innovation and the Digital Economy of the Economic Committee of the Seimas of the Republic of Lithuania. Highlights of work that has been done in 2021 were presented.

Together with INFOBALT, we organised a seminar on "EIDAS Regulation: electronic signature and other tools for digitising processes". Almost 400 participants took part in the seminar.

We have published the Postal Sector Report for Q1 2022.

We have published the Electronic Communications Sector Report for Q1 2022.

July

The CRA Council has examined a complaint by UAB "Gargždų geležinkelis" regarding the allocation of public railway infrastructure capacity. The Council partially upheld the complaint and ordered AB "LTG Infra" to adopt a new capacity allocation decision.

In a remote roundtable discussion organised by the Committee on Digital Transformation of the Verkhovna Rada of Ukraine, CRA shared Lithuania's experience in the area of trust services.



We have presented the outlook of 2021 Lithuanian communications sector.

We have confirmed the winners of one of the two 5G auctions taking place this year, for the 3400-3700 MHz band.

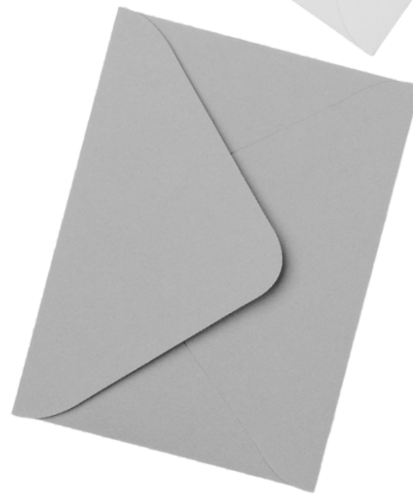
The RRT Council has issued a conclusion on the reasonableness of the amount of compensatory losses claimed by AB Lithuanian Post” for the delivery of periodicals to rural subscribers in 2021. CRA found that the amount of €7,121,553.89 claimed for compensation was reasonable.

September



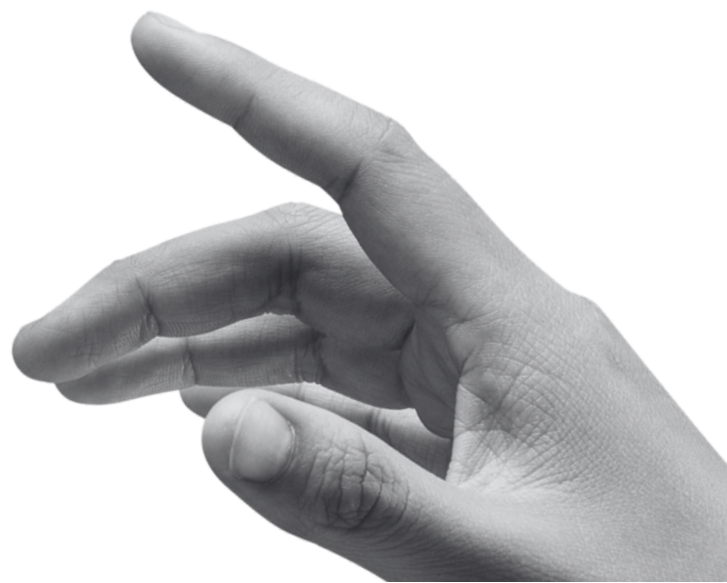
For the second year in a row, we organised “DigiT Baltic 2022”, an international conference on digital transformation.

August



We have confirmed the winners of the second ongoing auction for the use of 5G in the 713-733 MHz and 768-788 MHz bands.

The 18th annual meeting of Baltic regulators, BALTREG, organised by the CRA, took place.



In the elections of the International Telecommunication Union (ITU), the Lithuanian candidate Tomas Lamanauskas has been elected Deputy Secretary-General for the term 2023-2026.

We have published the Postal Sector Report for Q2 2022.

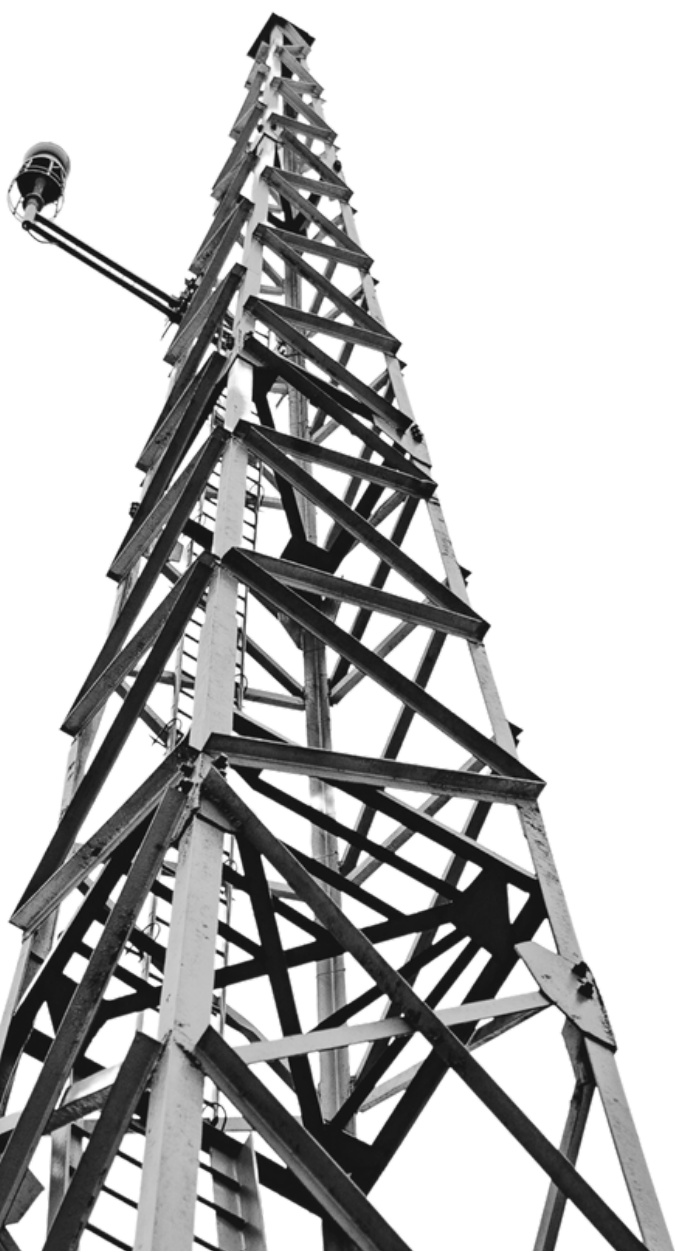
We have published the Electronic Communications Sector Report for Q2 2022.

October



The Plenipotentiary Conference (PP-22) in Bucharest resolved the problem of the flawed application of Article 48 of the ITU Constitution to terrestrial systems and achieved a favourable result for Lithuania - the resolution on the use of radio frequencies for national defence adopted by the PP-22 confirmed that the use of radio frequencies in the field of military use should not be subject to the expectation of exclusive protection. As a result, neighbouring countries would not be able to require Lithuania to protect their military stations and allow Lithuania to develop a 5G network in the 3.5 GHz band.

The CRA, together with other authorities, established the Association of Supervisory Authorities (ASA). The main objective of the association is to bring together supervisory authorities and their experts for joint activities and to exchange best practices.



We have presented the detailed results of the mobile quality of service measurements carried out in rural areas between May and September.

An artificial intelligence tool used by CRA and developed by "Oxylabs" to detect illegal and harmful content (including child sexual exploitation and pornography) won 1st prize at the Baltic Sustainability Awards. This initiative was recognised in the category "Environmental Impact" and nominated as a finalist in the sub-category "Social Initiatives".

December



November

BALTIC SUSTAINABILITY AWARDS 2022



A law is passed making the CRA part of the system of supervisors for market access requirements. As from 28 June 2025, when the legislation enters into force, the CRA will monitor compliance with accessibility requirements for electronic communications services.

The representative of the CRA became the Chair of the Consumer Rights Expert Working Group of the Body of European Regulators for Electronic Communications (BEREC).

Lithuanian National Accreditation Bureau has rated the CRA laboratory in Kaunas as one of the best in the country and expanded its scope of activities: new standards were added, as well as an extension of the frequency range of one of the existing standards.

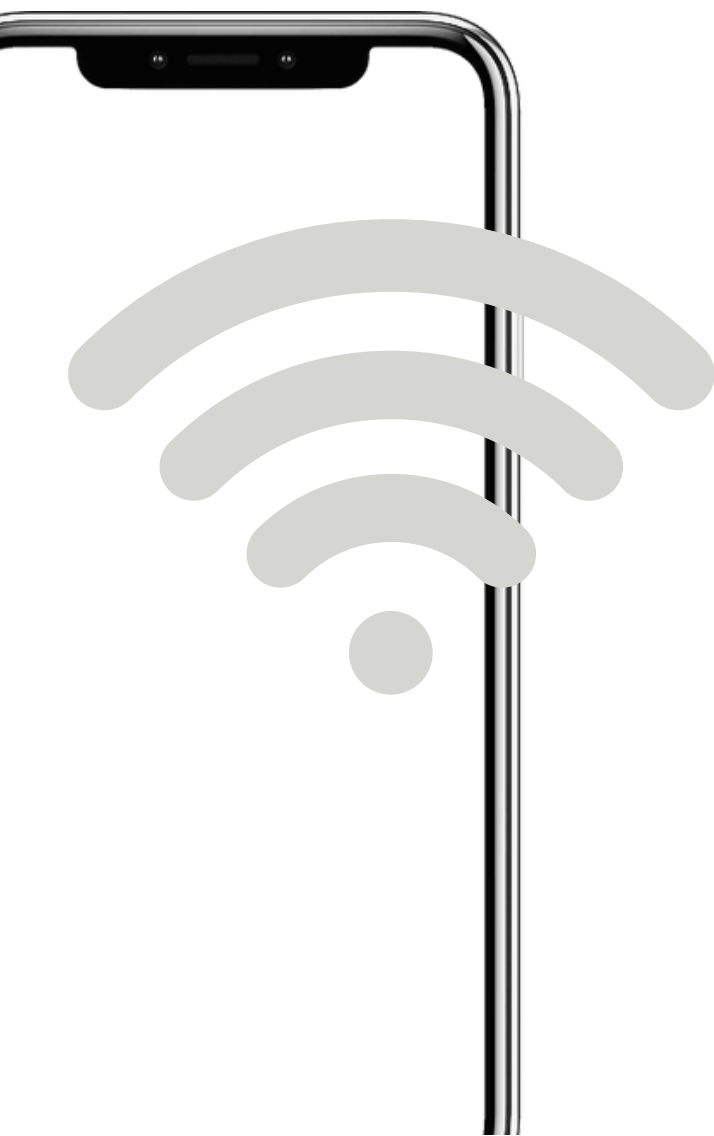


The International Telecommunication Union (ITU) has presented the results of its 2022 report on war damage to Ukraine's telecommunications infrastructure.

Mobile signal suppression in places of detention and imprisonment must only be carried out using radio suppression equipment, a decision taken by the CRA on the basis of existing legislation and an investigation carried out by CRA experts.

We have published the Postal Sector Report for Q3 2022.

We have published the Electronic Communications Sector Report for Q3 2022.





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Ryšių reguliavimo tarnyba

