



2023

Annual Report



The year 2023 is a year of significant achievements and international recognition

Effective oversight of sectors, proactive protection of consumer rights, quality legislation and focused international activity are what we need to do flawlessly to meet the expectations of consumers, business and the state for us as a regulator of electronic communications, digital services, postal and rail transport.

The year 2023 is marked by a wealth of significant work, raising and resolving new issues of security and reducing exclusion in Lithuania and internationally.

We celebrated an important historical anniversary - 100 years of Lithuania's membership in the International Telecommunications Union (ITU). Lithuania is an active member of the ITU, which ensures Lithuania's visibility, global recognition of its best practices and, most importantly, the protection of Lithuania's interests in the global technology development arena.

Together with Doreen Bogdan Martin, ITU Secretary-General, who visited Lithuania on the occasion of the 100th anniversary of ITU membership, we drew attention to the problem of the digital divide - with the development of advanced technologies, we must not neglect the education of people, especially the elderly. This is essential for building a digitally inclusive society.

We have taken actions to reduce the digital divide - protecting consumer interests through education and empowerment.

We initiated and, together with the President of the Republic of Lithuania Gintanas Nausėda and ITU Secretary-General Doreen Bogdan Martin, inaugurated the CRA project to increase the digital inclusion of seniors, "No One is Left Behind". At the core of the digital transformation is a consumer with digital skills and competences and confidence in digital services. The project aims to ensure that more and more Lithuanians are aware of their rights as users of electronic communications services and make use of them, learn how to use an electronic signature and use it to receive services conveniently and quickly, and know how to be safe on the internet, to be able to recognise and not be fooled by scams in the cyberspace.

Last year, we also took specific actions to fight cyber fraud, initiating discussions with operators and deciding on measures to help prevent cyber fraud in calls and messages, by making it compulsory for service providers to apply barriers to harmful links. The decisions taken by the CRA protect at least 2,000 users trying to access malicious links every day. We need to be extremely responsive in this area and mobilise all stakeholders to protect consumers and build trust in services and their providers.

Two important CRA studies should lead to an increase in the availability of electronic communications services to consumers and accelerate progress and investment in network development.

Our study on universal electronic communications services has identified municipalities where citizens do not receive electronic communications services that meet the minimum standards (Varėna, Ignalina, Šalčininkai, Švenčionys and Pagėgiai municipalities), and we have obliged operators to ensure that they do.

Our broadband coverage study assessed the actual broadband coverage situation. The overall coverage of networks capable of low data rates (up to 30 Mbps) in Lithuania is very good. However, the coverage of networks capable of higher speeds (100 Mbps and above) is slightly lower, and that of ultra-high bandwidth networks (1 Gbps and above) is significantly lower. The best network development indicators were achieved in municipalities covering the territories of the largest Lithuanian cities.

The results of this study are important for state and municipal authorities, operators, and consumers alike, as it allows them to assess where the highest speeds are, as well as to identify areas where there is a lack of private and public initiative in the development of ultra-high-bandwidth broadband networks, and to make targeted efforts to encourage this initiative.

Ensuring that electronic communications and the services they provide are not disrupted is crucial to promoting the sustainable development, progress and innovation of electronic communications services. This is particularly true with the growing number of radio frequency users, the growth of the Internet of Things, and the increasing need to build resilience to various emergencies and provocations.

We are seeing an increase in radio interference. In 2023, the amount of interference increased by around 30% compared to the previous year. When we identify unauthorised interference, we oblige the person causing the interference to remove the interference promptly. On the other hand, as a regulator, we need to continuously improve our professionalism, invest in smarter measurement tools, and use other means to ensure the smooth operation of frequencies and networks.

For example, we defended Lithuania's position in the dispute with Russia at the International Telecommunications Union: Stations operating in the band that can provide faster communications on the Lithuanian border have been included in the International Frequency Register and have been granted international protection and will have to be taken into account by Russia in the development of its communications systems. At the ITU World Radiocommunication Conference, representing Lithuania together with other countries in the European region, we have achieved the smooth development of 5G networks in the dedicated 3600-3800 MHz band. Together with the responsible authorities, we have identified measures to improve the integrity and resilience of communications, which are being put into practice.

We are proud to have been awarded the status of Designated Laboratory of the European Union by the CRA Electromagnetic Compatibility Laboratory. This is a recognition of our professionalism in the field of electromagnetic compatibility, as well as a great responsibility to strengthen the prevention of damage to radio, electronic and electrical equipment and the effectiveness of the removal from the market of low-quality equipment that poses a risk to consumers or their health and property.

Other areas of CRA's activities were also important.

In the area of digital services regulation, intensive preparations have been made for the new role of coordinator of the CRA Digital Services Act. The new EU law aims to create a safer online environment for digital users and protect their fundamental rights in the digital space. Companies providing services in the digital space that link user data to content, products and services in the European Union are obliged to take transparency and consumer protection measures, including the fight against illicit trade and illegal content.

In rail transport, we produced for the first time an annual report for the sector, as well as guidance on the implementation of requirements for operators of railway service facilities. We have settled the dispute with a decision that will allow users of railway service facilities to recover €2.4 million in incorrectly calculated infrastructure charges from the railway infrastructure manager. These decisions contribute to creating a fair environment for all market players to use the public railway infrastructure and to the development of the services necessary for the development of the railway transport business.

Regulation of the postal sector has also been exceptional. We initiated changes to the Law on Postal Services, adopted 10 years ago and largely unrevised since then. In the meantime, consumer needs and the postal market have transformed from paper-based correspondence and its regulation to a competitive e-commerce and parcel delivery market. The changes to the Law on Postal Services have been initiated in order to better safeguard the interests of service users and to effectively regulate the postal sector.

In 2023, we also had internal challenges: we started implementing modern organisational governance models, we took the first steps towards digital transformation and data empowerment, and we started introducing tools to increase employee engagement, develop and motivate competences and create a safer environment.

With the many significant achievements and accomplishments in 2023, we have demonstrated that CRA has a motivated and professional team with a vision for the future and the ability to create value for consumers, business and the state.

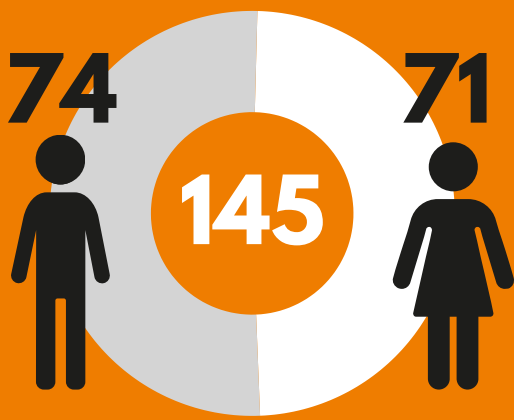
Jūratė Šovienė
CRA Chairperson

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CRA community



The average age of employees - 46



of employees approve of the behaviour of their manager(s)



of employees have received training in the last year



can take time off work for personal matters when needed



On the equal opportunities ruler we score



6 employees have a PhD



Training and qualification courses for a total of



On average, an employee had 32 hours of training (4 working days) in 2023.



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.

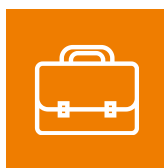
Values



Creating value



Collaborating



Professional



Looking to the future

Main CRA activities in 2023



We celebrated the centenary of Lithuania's membership in the International Telecommunications Union (ITU).

We organised a visit to Lithuania by ITU Secretary-General D. Bogdan-Martin.

We initiated a project to increase the digital inclusion of seniors called “No One is Left Behind”.

It is under the patronage of the President of the Republic of Lithuania Gitanas Nausėda.



We become the first designated test facility for radio equipment in the European Union.

We have the competence and the right to carry out market surveillance tests in the radio equipment sector for all EU Member States.



We represented Lithuania at the World Radiocommunication Conference.

One of the most important decisions for Lithuania is that our operators will be able to deploy 5G networks at 3600-3800 MHz across the entire territory of Lithuania, including border areas.



STOP digital scams

We have obliged internet service providers to use the NCSC's harmful link blocking firewall. We have put in place measures to prevent fraud using calls and SMS.

We defended Lithuania's position in the ITU dispute with Russia.

Stations operating in the frequency band that can provide faster communications along the border, which are included in the International Frequency Register, have received international protection and will have to be taken into account by Russia in the development of its communications systems.



We have imposed obligations on operators to provide universal electronic communications services to consumers in five municipalities.

Universal service is one of the means of ensuring that all consumers have access to at least a minimum number of services of specified quality. They must be affordable for all consumers, including the most deprived.

We carried out a broadband survey.

The results of this study provide a basis for progress. They will be used for a more detailed analysis of the situation in the electronic communications market, including the CRA's market studies, and for the identification of "white zones", i.e. areas where high-capacity electronic communications networks have not yet been deployed.



We initiated changes to the Law on Postal Services.

The current Law on Postal Services was adopted 10 years ago and has not been substantially revised since then. In the meantime, consumer needs and the postal market have transformed from paper-based correspondence and its regulation to a competitive e-commerce and parcel delivery market.

10 We have introduced legislation to regulate qualified electronic identification services and remote identity verification.

Depending on the procedures, technical and security aspects of the eID authentication, the eID may be assigned a certain level of security. The eID instrument with a high level of security will have the highest level of trust and will enable individuals to access critical public and/or administrative services, for example in the future by voting online or using an eWallet application.

11 Following our decision, "LTG Infra" has refunded €2.4 million to users of railway service facilities.

Our review of the recalculated tariffs showed that the operator did not follow its own procedure for calculating direct costs, and included costs not related to railway service facilities in the calculation of tariffs.

Regulation of electronic communications

Legislation

Research on
markets
for electronic
communication
s services

Monitoring and
supervising the
activities
of providers

Legislation



New rules on dispute mediation

We have adopted new rules on mediation by the CRA in resolving disputes between economic operators, enabling the parties to resolve disputes as quickly as possible and at the lowest possible cost, with the assistance of the CRA, and to avoid out-of-court or in-court dispute resolution.

[Description of dispute mediation and dispute settlement procedures](#)



For more, see



Stricter requirements for radio interception and use of radio stations

We initiated and contributed to the drafting of the amendments to the Law on Electronic Communications, adopted on 26/10/2023 and entered into force on 01/01/2024, which provides that radio interception equipment may only be used and stored by public authorities for the purposes of their functions and that individuals may only use radios on frequencies authorised for such use by the CRA. These changes make it possible to ensure that legitimate radio systems are protected against unauthorised and unjustified interception of radio communications, and to safeguard national security, public safety, public order, the prevention of radio interference and the proper functioning of radio communications.

[Amendments to the Law on Electronic Communications](#)



[Amendments to the Code of Administrative Offences](#)



Humanitarian assistance number 111

We took the necessary decisions to ensure that the formerly reserved (unused) short number 111 could be made available for use by non-profit organisations providing humanitarian, social or other related assistance from September 2023. The desire to create a humanitarian helpline 111 and to administer this short number has been expressed by one organisation - the Lithuanian Red Cross Society, which has been granted the right to use this number by [CRA Council Resolution No. TN-439 of 19/09/2023](#).

Amendments to the Rules on the Assignment and Use of Communication Numbers and the National Telephone Numbering Plan.



116016 - the new number for victims of violence against women

The European Commission has agreed on a new social service number 116016. This is a helpline for women who have experienced violence. As part of the implementation of the EC Decision, we have amended the Rules on the Assignment and Use of Communication Numbers and the National Communication Numbering Plan. The number for the new service is scheduled for 30 April 2023. The CRA Council will select who will provide services under this number through a tender process.

Amendments to the Rules on the Assignment and Use of Communication Numbers and the National Telephone Numbering Plan.

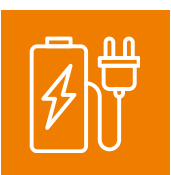


Simplified use of radio frequencies for the protection of official state guests

We have decided that radio frequencies needed for the activities of public authorities related to the protection of official guests of the Republic of Lithuania can be used for up to 5 days without a separate CRA authorisation. Notification to public authorities of the intended use of radio frequencies is sufficient, and it is mandatory to ensure that they do not interfere with other lawfully operating radio systems.

The new arrangements have allowed guest security services to deal more quickly with issues related to the use of frequencies for security purposes, including for the 2023 North Atlantic Treaty Organisation (NATO) Summit in Lithuania. 42 delegations have applied for radio frequencies (channels) for the protection of official guests at the NATO Summit in Vilnius. We quickly coordinated and allocated 99 frequencies (channels).

Amendments to the List of Radio Frequencies (Channels) that Can Be Used Without Separate Authorisation.



One charger for different radio devices

We have taken the necessary decisions to ensure the implementation of the new EU requirements, so that from the end of 2024 onwards in the EU market as well as in Lithuania, certain radio communication devices (e.g. mobile phones, tablets, digital cameras, video game consoles, headphones, portable speakers, e-readers, keyboards, mice, and handheld navigation systems) will

only be sold or otherwise made available for sale in the EU market, including in Lithuania, if they are equipped with a USB-C connector. Interoperability with chargers with USB-C connectors will simplify the use of radios, avoid additional costs for their users and reduce waste of electrical and electronic equipment, as the same charger can be used to charge different devices.

[Amendment to the Technical Regulation on Radio Equipment.](#)



Preventing cyber fraud

We have adopted decisions obliging internet service providers to block access to harmful internet resources, which are registered by the National Cyber Security Centre (NCSC). It also obliges mobile network operators to forward only named SMS that match the identifiers specified by the senders and agreed with the operators; to block calls and take appropriate technical and organisational measures; and to warn users of potentially fraudulent messages or to block them.

Following the CRA's obligations to operators, according to the NCSC, over 2,000 attempts by users to access malicious websites are blocked every day using DNS firewalls. DNS firewall is a free public DNS service with additional security features. It differs from the regular Domain Name System (DNS) in that it has additional protection against cyber threats such as fake banking sites, fraudulent trading platforms, sites that distribute malicious code, and other harmful sites approved by the NCSC.

[Changes to the Rules for Granting and Providing Access, Including Interconnection: CRA Council Resolution No. TN-249 of 02/06/2023](#)



[Changes to the Rules for Granting and Providing Access, Including Interconnection: CRA Council Resolution No. TN-347 of 27/07/2023](#)



Improving the procedure for reporting network integrity breaches

We have revised the Rules on Ensuring the Integrity of Public Communications Networks. We have dropped the requirement to notify breaches of the integrity of public communications networks to the CRA's telephone number, but we have retained the requirement to notify to vientisumas@rrt.lt, in order to reduce the burden on operators and to maintain the quality and timeliness of notifications.

Result. Service providers reported 17 integrity breaches to the CRA in 2023. The main causes of disruption to the provision of services to consumers were failures of the equipment used to provide the services, human error and, in some cases, power outages caused by natural phenomena (storms).

Changes to the Rules on Ensuring the Integrity of Public Communications Networks. CRA Council Resolution No. TN-519 of 19/10/2023



Supervision of the electronic communications market



We want a competitive electronic communications sector that enables efficient investment and choice.



We have made the following proposals for the National Digital Decade Strategic Action Plan:

- provide additional funds to be used to build fibre networks and/or 5G networks with speeds of 1 Gbps and to provide broadband services to households in the white areas;
- provide incentive mechanisms and funding for communities and individuals who are currently unserved by broadband to install broadband networks capable of providing at least 1Gbps connectivity;
- in the legislation governing territorial planning and construction require the design and installation of ultra-high bandwidth fibre-optic network infrastructure to every new residential or public building to ensure that every connected user has access to a service of at least 1Gbps;

- amend the relevant legislation governing construction in state-protected areas to simplify the conditions for the deployment of high-bandwidth electronic communications networks in these areas;
- add provisions for greater state involvement in promoting the development of digital products that have not been developed by the private sector, e.g. at least partially funding the new trust services to be regulated, in order to continue Lithuania's leadership in this area in the Nordic and Baltic region;
- focus more on the emergence on the market of trust services that are currently not yet available or are little used, such as the development of a system for electronic registered delivery services, with a view to achieving qualified status for these services to ensure the highest level of security of the service, and consider measures to encourage the emergence and use of such services;
- provide measures to accelerate the digitalisation of services provided by public service providers, to make these services more accessible in cyberspace and to improve the attractiveness of such services. We also proposed measures to publicise and encourage citizens to use identity cards, the existing state-issued tool for creating qualified electronic signatures and electronic identification;
- consider removing some non-digitised paper-based services altogether and switching to electronic-only delivery of such services. We have proposed a list of all public services, as well as deadlines for the digitisation of these services, so that in future all public services can be accessed electronically.

Research on markets for electronic communications services

The purpose of the CRA's market investigations is to assess whether competition in a given electronic communications market is effective and, if it is not, to prevent the emergence of opportunities for abuse of market power.



We have carried out market studies on broadcast transmission services and broadcast transmission facilities.

We have found that competition in retail broadcasting markets is effective, with a changing market structure, a growing number of service providers, and a proliferation of alternatives such as the development of online radio and TV. In Lithuania, TV and radio broadcasting is provided in different ways, for example via digital terrestrial television, cable TV networks or the internet. Television viewers and radio listeners choose their preferred method of receiving the programmes on offer, depending on where they live. As a result, we have lifted the obligations imposed on "Telia Lietuva" AB and AB Lietuvos radijo ir televizijos centras.

Result. We deregulated the market for broadcast transmission services for the provision of content services to end-users and the market for broadcast transmission facilities services.

More information can be found here





Study on the availability and affordability of universal electronic communications services. Minimum standard.

The aim of the study is to identify the municipalities where more than 5% of the population does not receive universal electronic communications services of at least 10 Mbps upstream and 1 Mbps downstream.

Result. Following our investigation, we have ordered “Telia Lietuva”, “Tele2” and “Bitė Lietuva” to ensure the provision of universal electronic communications services in the municipalities of Varėna, Ignalina, Šalčininkai, Švenčionys and Pagėgiai, starting from 1 July 2023. Operators must provide data speeds of at least 10 Mbps inbound and at least 1 Mbps outbound, at least 1 GB of data per month and at least 200 minutes of calls. Price caps: for the needy or those receiving social services - no more than EUR 8.92/month, for other residents - no more than EUR 26.77/month. The obligation will remain in force until it is lifted following new accessibility and affordability studies by the CRA.

Good practice. Lazdijai District Municipality has resolved the issue of the lack of electronic communications service by adopting an individual decision. The territory of Kapčiamiestis district falls into the white zone, where there is insufficient internet connection and language services. The municipality, with the assistance of the CRA, has developed a Procedure for Financing the Acquisition and Installation of Electronic Communications Infrastructure and the Purchase of Current Services in Households Where There Is Inadequate Provision of Affordable Internet Access and Voice Communication Services. This has encouraged people to purchase alternative satellite services and thus resolved the issue of the provision of electronic communications services.

[CRA Council Resolution No. TN-153 of 20/04/2023 and related material](#)



Broadband coverage study - a basis for progress

The aim of the study is to assess the real situation of broadband coverage. The results of this study are important for state and municipal authorities, operators, and consumers alike, as it allows them to assess where the highest speeds are, as well as to identify areas where there is a lack of private and public incentive to develop ultra-high bandwidth broadband networks.

Looking at the situation in Lithuania as a whole, the overall coverage of networks capable of providing low data rates (2, 10, 30 Mbps) is very good.

However, the coverage of networks capable of higher speeds (100 Mbps and above) is slightly lower, and that of ultra-high bandwidth networks (1 Gbps and above) is significantly lower. The best network deployment rates were achieved in municipalities covering the territories of major Lithuanian cities. So, to achieve the goals of the gigabit society, effort is needed.

Result. The problem identified by the survey is that 10.8% of households still do not have access to broadband internet network services, and in rural areas as many as 31.6% of households do not have access to these services.

More information can be found here



Solution. We will continue our work on broadband development: preparing development forecasts, identifying white areas, assessing and making proposals to SM and other institutions for investment in connectivity and infrastructure development, preparing appropriate conditions for the use of frequency bands etc.

In our view, it is important for the construction of fibre networks that public funds are directed not only towards the construction of the main backbone segments of the network, but also towards the development of the access network, i.e. the part of the network that connects the end-users.

It is also important to find a consensus between the various institutions and interest groups in order to reconcile rather than confront the various interests involved (development of connectivity, protection of the environment, public/private interest (municipalities' willingness to be connected but reluctance to allow the construction of antennas)).

Monitoring and supervising the activities of providers of electronic communications services

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



On 14 December 2023, we completed audit of “Telia Lietuva”, AB. The auditor issued a qualified opinion and 3 recommendations. We asked the company to evaluate the recommendations and make suggestions for changes.

Result. The audit provides assurance that “Telia Lietuva” AB complies with the obligations imposed on an undertaking with significant market power (SMP). No material breaches were found, but the company is required to remedy the deficiencies identified and submit its annual report for 2023 to the CRA, as well as take them into consideration while conducting the activities of “Telia Lietuva”, AB and its cost accounting in 2024.

Supervision of obligations



The audit of the AB Lithuanian Radio and Television Centre (Telecentre) was completed on 7 December 2023.

Result. The audit provided assurance that Telecentre complied with the obligations imposed on a company with significant market power.

Supervision of obligations





In Q4 2023, we assessed the cost reasonableness of the services provided by Telecentre for the transmission to the public of radio and television programme signals over electronic communications networks, as well as the cost reasonableness of the services required for the provision and operation of radio and television networks for the public body Lithuanian National Radio and Television (LRT).

Result. We have set a premium of EUR 864,684 to be paid by LRT to Telecentre.

CRA decision



We conducted an assessment of the compliance of the tariffs for high-speed broadband services provided by VšĮ “Plačiajuostis internetas” with the requirements of legal acts.

Result. On 14 July 2023, the CRA Council approved the tariffs for the services, which have not changed.

CRA decision



We have approved additional roaming charges for the operator UAB “Teledema”.

In order to ensure the sustainability of tariffs for domestic electronic communications services, only one Lithuanian mobile operator - Teledema - has been granted the possibility to apply additional charges for international roaming services (CRA decision). Following a request from the mobile operator “Teledema”, we have evaluated the calculations provided by the international roaming provider and reset the maximum allowable surcharges for users of its services when travelling within the European Union and the European Economic Area. “Teledema” will only be able to charge consumers additional roaming charges at a level necessary to compensate them for its losses in order to ensure national price stability.

Result. The reduction in premiums compared to 2022 is around 40%.

CRA decision



Quality measurements

We've made the quality comparison tool public.

In addition to traditional advice, the CRA aims to provide consumers with user-friendly and effective tools that they can use to make their own decisions:

Developing a **tool for comparing the quality of e-services**

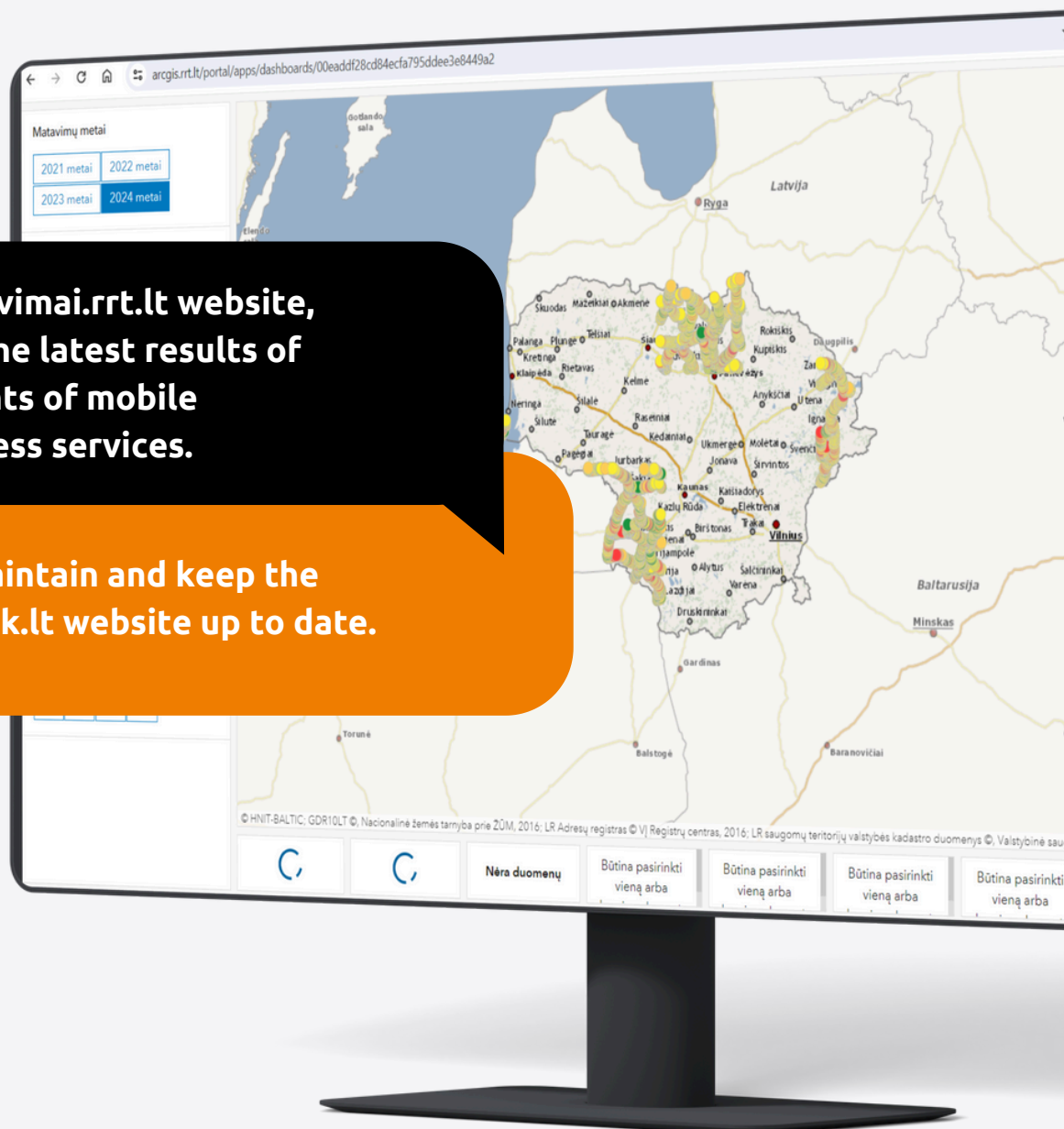


Consumers and others can also check information on connection strength and coverage at <https://placiuostis.rrt.lt/>.

Result. The tool allows the user to find out and compare which internet access providers offer internet access services of a given quality (speed) at a specific address of the user's choice.

On the matavimai.rrt.lt website, we publish the latest results of measurements of mobile internet access services.

We maintain and keep the matuok.lt website up to date.



Measurements are carried out on Lithuania's main roads, cities and passenger rail routes.

Result. The website allows users to compare the quality of service provided by three mobile operators.

- In 2023, average data speeds increased across all operators' networks, reaching 107-202 Mbps, depending on the operator. Data speeds have also increased in all operators' networks compared to 2022, from 19.1 to 37.8 Mbps.
- We are also seeing the development of 5G technology. Currently, 5G technology in Lithuania works alongside 4G, i.e. not in standalone mode. For this reason, we have not seen a reduction in the average latency values that 5G could provide compared to the previous period. The value of the delay remained similar at 48-57 ms. The delay indicates the response - fast or slow - that can be expected from a workstation in response to actions performed on the user's endpoint that provides the content or service.
- The quality of service on passenger rail routes has improved, but the trend remains that rail journeys are likely to have lower speeds than car journeys on roads and city streets. Railways have more sections where the road runs through forests or away from settlements, and where fewer base stations are built.
- The measurements also revealed sections of roads where connectivity conditions are particularly degraded or where the mobile internet access service is interrupted altogether, i.e. the signal level drops and is no longer sufficient to maintain connectivity. This usually happens when you move away from the base station and the other base station that should take over the connection is simply too far away. This situation could be changed by an increase in the number of base stations or by a decision to use further propagating frequencies.

Renginiai

On 25 April 2023, we organised a meeting with stakeholders in the electronic communications market on "Gigabit development: where we are and where we are going". We discussed how to boost broadband development and Internet of Things services.

On 20 October 2023, on the occasion of the European Cyber Security Month, we organised a roundtable discussion with representatives of mobile operators, the Lithuanian Criminal Police Bureau, the Bank of Lithuania, the "Lietuvos paštas", the National Cyber Security Centre, the State Tax Inspectorate (STI) and the Centre of Excellence in Anti-Money Laundering, in order to discuss the issue of harmful Internet resources, phishing calls and SMS and the means of prevention.

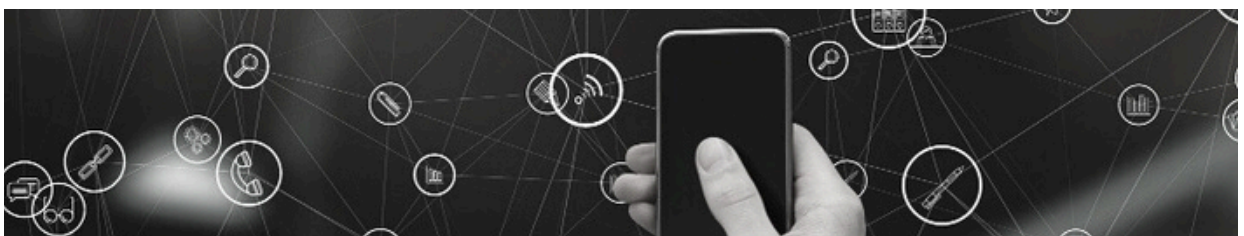
Public safety

Electronic communications networks and services are critical assets whose continuity of operation must be guaranteed in peace and war. In the face of major threats, communications are an indispensable resource for governance, defence, public information and protection.



We have initiated measures to improve the resilience and security of communications.

The CRA has initiated and is currently coordinating the implementation of measures to increase resilience and security: the establishment of a register of priority subscriber numbers and the provision of guaranteed connectivity for these numbers; the introduction of national roaming, linking the networks of operators operating in Lithuania to a common one; the upgrading of the system of alerting and informing the Lithuanian population, including communications, television and radio in a common channel of communication; and the procedure of sharing of radio-frequency resources between the military and the civilian authorities in the event of a mobilisation mode of operation or a war.



Result. We aim to create favourable conditions in Lithuania to test the hybrid operation of traditional terrestrial mobile and next-generation satellite networks. The topic is relevant in the context of security, resilience and ensuring quality connectivity and internet for all users.

Management of electronic communications resources

We make sure that electronic communications resources are used efficiently.



Quality measurements

In order to enable consumers to compare and choose mobile services according to the level of quality that suits their needs, we are publishing the expected coverage areas of mobile networks and theoretical speed calculations.



We have assessed 5G coverage.

In December 2023, mobile service users met the current requirements for gigabit expansion.

5G coverage has increased
from 70.4% to

89,1%



Population coverage
increased from 90.9% to

98,9%

In order to help people assess the possibilities of receiving digital terrestrial television programmes, we are publishing expected coverage based on theoretical calculations.

Coverages are available here



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

This results in a 0.2 percentage point increase in the territorial coverage of the digital terrestrial television network in 2023 (from 96.1% to 96.3%).

The increase in station capacity in Vilnius, Šalčininkai and Švenčionys resulted in a 3.7 percentage point increase in the network and coverage of the south-eastern region of Lithuania (from 14.8% to 18.5%). The following TV programmes are broadcast on the South-Eastern Lithuania network: TVP Info, TVP Historia 2, TVP Polonia, TVP Wilno, TVP World, Belsat TV, TVP Kultura 2, Nuta.TV, Power TV and TV3 Plus.

Radio frequencies

We allocate radio frequencies and set conditions for their use to maximise benefits for consumers, avoid interference, enable competition and foster innovation.

Permits issued:

- **151 amateur radio authorisations (including 22 newcomer authorisations) and 31 radio call sign authorisations.** Those wishing to become an amateur radio operator must pass a qualification exam organised by the CRA. Last year, we organised 36 exams, 10 of which were failed. At the end of 2023, 745 radio amateurs were included in the CRA register;
- **29 authorisations for experimental purposes;**
- **189 new authorisations for ship stations, of which 44 were granted for 5W stations** under the simplified procedure for registering a ship station. At the end of the year, 1,074 authorisations for the use of ship stations were in force, of which 327 were issued for 5W stations under the simplified procedure for registering a ship station;
- **741 authorisation for fixed service radio stations.** We revoked 620 such authorisations at the request of radio frequency users;
- **105 new aircraft station permits.** At the end of the year, 828 such authorisations were in force. 3 authorisations have been issued for ground stations for news gathering and 1 authorisation for indoor GNSS signal amplification;
- **120 authorisations for internal radio networks** for the land mobile and fixed services (up to 960 MHz), with 225 radio frequencies (channels) allocated.



We ensure international protection of radio frequency use/radio stations and orbital resources by coordinating with neighbouring countries and notifying international frequency registries.



We have initiated a change in the status of Lithuania's radio frequency stations.

At the initiative of the CRA and on the basis of our arguments, the ITU Radio Regulatory Board (RRB) has changed the status of Lithuania's 11 radio-frequency stations notified in the 3400-3600 MHz band to be equivalent to the Russian military radios. Our stations have been granted international protection. This has become a precedent: the ITU Bureau has been instructed to make public the procedure for the implementation of the relevant article of the Radio Regulation in similar cases of international coordination.



We detected radio transmissions in the western part of Lithuania from the Königsberg region on an uncoordinated radio frequency.

The Russian administration has not responded to our demands to shut down the source of electromagnetic radiation. We assessed the impact of the station's illegal activities on radio stations in Lithuania and neighbouring countries and made proposals to the competent authorities on proportionate technical measures to deal with such broadcasts.



Assessment of the impact of notifiable records from other countries on the coverage area of Lithuanian stations.

709 wireless broadband access station entries have been sent to the International Telecommunications Union (ITU) for notification. This figure was almost 6 times higher than in 2022.

The increase is due to the rapid development of 5G in Lithuania. In order to achieve international recognition of these stations, 585 entries from the 3400-3800 MHz band have been submitted for notification.

International cooperation

We aim to provide the market with better conditions for the use of frequencies on the territory of Lithuania or on the borders with neighbouring countries. We update international agreements to take account of prevailing technologies, ITU-R and CEPT recommendations.

- **The bilateral agreement in the 3400-3800 MHz band** with the Latvian administration to include 5G NR systems has been renewed.
- **2 radio frequencies** have been coordinated for aeronautical ground stations. The separation parameter for the 28 previously coordinated air navigation frequencies (channels) has been changed from 25 kHz to 8,33 kHz.
- **3 mobile service stations** in the 790-862 MHz band have been coordinated.
- **Applications for inclusion of 6** Lithuanian FM radio stations in the Geneva 1984 Plan (GE84) and 40 applications for inclusion of Lithuanian FM radio stations in the Master International Frequency Register (MIFR) have been provided.
- **67 stations in the VHF band and 10 mobile** service stations in the 790-862 MHz band have been notified.



Coordinating and assessing other countries' entries in the ITU's international frequency registers on existing or planned radio stations ensures equitable use of the spectrum and maintains international protection for radio systems being developed in Lithuania. Harmonised use of radio frequencies between countries ensures the availability of high quality communication services and avoids interference.

In 2023, we carried out electromagnetic compatibility calculations and established acceptable conditions of use:

- For 49 land mobile service radio stations in the Republic of Poland and 6 in the Republic of Latvia
- 332 fixed service stations in the Republic of Poland and 314 in the Republic of Latvia
- 30 satellite networks and 7 earth stations
- 47 FM stations and 20 T-DAB stations

No objection was raised to the operation of 590 fixed service stations in the Republic of Belarus.

We have commented in the international registers on:

- 127 mobile service base stations
- 909 coordination requests for aeronautics radio frequencies submitted by other countries
- 85 potential interference of new satellite networks and systems planned by other countries on Lithuanian terrestrial systems

The war in Ukraine, launched by Russia, has led to the uncoordination of stations in the Russian Federation.

Numbering



We monitored the use of short numbers and set out in the Rules on the Assignment of Communication Numbers that short numbers must be activated within 3 months from the date on which the right to use the number was acquired. We checked 86 numbers in the 18XX series and 51 numbers in the 19XXX series. The verification was carried out through internet searches and follow-up calls.

Result. There are 10 numbers that are not activated on the network and around 18 numbers for which no information on their operation and tariffs is published. After the inspection, 5 short numbers were returned to CRA by number users as unused and 1 number was cancelled for debt. CRA has recovered 6 short numbers, which it will be able to reassign to other services.



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

- We have allocated 446,161 number. Numbers were allocated within an average of 3 working days.
- We have withdrawn the right to use 113,354 numbers and transferred 5,337 numbers to other users. Number portability allows you to choose the operator that can offer you the best conditions.

4 4 6 1 6 1

→ number we have allocated in 2023

Domains

We grant the right to use Lithuania's name in domains, provided that the name is used in a proper way to represent Lithuania on the internet.



25

number of domains that we have given the right to use the Lithuanian name.



There were no deleted domains.

The right to use the Lithuanian name in domains was granted within

3 working days

Events

World Radiocommunication Conference

We participated in the quadrennial World Radiocommunication Conference (WRC). It plays a key role in harmonising spectrum use worldwide. Harmonisation aims to ensure economies of scale, create a future of sustainable connectivity and facilitate the planning of radio bands, taking into account the needs of different services and the growing use of data.

The Conference establishes international principles for radio management, sets out the main directions for the development of radio communications and decides on amendments to the ITU Radio Regulations. ITU member countries are committed to the Radio Regulations.

In 2023, decisions were taken on the continued use of various radio technologies on a global or regional scale. The Lithuanian government delegation at the conference sought to ensure that the provisions governing radio communications provide the best possible conditions for meeting the needs of Lithuanian radio frequency users. One of the most important decisions for Lithuania is that our operators will be able to deploy 5G networks at 3600-3800 MHz across the entire territory of Lithuania, including border areas.



Main decisions taken:

- The conference allocated frequencies in the 6425-7125 MHz band for mobile radio systems (IMT) with the possibility of deploying WiFi systems, adding 700 MHz to the existing band. The 2027 conference (WRC-27) is scheduled to study the compatibility conditions and, in the event of a positive outcome, to extend the band to 7250 MHz, with an additional 125 MHz. Countries will have to decide which system to choose. Europe will decide on IMT or WiFi in 2025.
- The Conference granted a higher (primary) status to the mobile service in the 3600-3800 MHz band, with no additional regulatory procedures for registering stations in the ITU frequency register, provided that the power density values of mobile radio stations over neighbouring borders do not exceed a certain threshold. This new regulation will significantly facilitate the development of the 5G network in Lithuania in this band, compared to the 3400-3600 MHz band, which used to take up to 2 years to register stations. Registration in the ITU frequency register gives stations international protection.
- The use of the mobile service in the television broadcasting band is allowed on a secondary basis, i.e. without interfering with domestic television and with corresponding protection of television in neighbouring countries. This is subject to electric field limits that cannot be exceeded over the borders of neighbouring countries and requires the consent of the neighbouring country in accordance with procedure 9.21 of the Radio Regulations. Regulatory changes in this band are foreseen for 2031. Some Arab countries have authorised mobile service in the 614-694 MHz band as a primary right of use. This is a signal to the industry that global harmonisation of the 600 MHz band is underway.
- There is global agreement to allow the use of earth stations on board aircraft and ships (ESIM), which will enable high quality internet connectivity on board aircraft and ships, and will add clarity for both market players and regulators on how to regulate ESIM at national level.
- The adoption by the Radio Assembly of a new Recommendation ITU-R M.2164 imposes certain radiated power limits on amateur radio operators to protect radio navigation services in the 1240-1300 MHz band in the event of detected harmful interference.
- The same protection conditions have been maintained for NATO systems in the 4.8-4.99 GHz band in international waters and airspace.

A resolution is adopted on mitigating harmful interference to the Radio Navigation Satellite Service (RNSS) in the 1164-1215 MHz and 1559-1610 MHz bands, encouraging to:

- take the necessary measures to prevent the proliferation and unauthorised use of jammer devices that cause, or are likely to cause, harmful interference;
- cooperate with spectrum regulators, aviation and maritime safety authorities to reduce the risk of interference;
- report incidents of harmful interference in accordance with Article 15 of the Radio Regulation.

Spectrum and equipment maintenance

We want to ensure that radio communications operate without interference, that frequencies are used in accordance with the conditions laid down, and that equipment complies with the requirements set for it.



Monitoring radio frequencies 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.

137
infringements

In 2023, we detected 137 infringements (994 in 2022), of which 119 related to unregistered base station cells, 11 to unauthorised mobile repeaters, 4 to asset protection equipment and 3 to the use of radio relay lines. There has been a significant reduction in the number of infringements due to increased communication with operators, who have started to record base station paths more responsibly (1,130 such infringements were identified in 2021).



We carried out radio monitoring during the NATO Summit in Vilnius.

We ensured the smooth operation of event communications 24 hours a day.



Ensuring that high quality radio and TV programmes reach consumers

We carried out 664 frequency deviation and radio frequency modulation power measurements and identified 13 radio frequencies (channels) that were not being used in accordance with the conditions. All inconsistencies in the radio stations' signal parameters were resolved within the deadline of one month. In 2022, 758 such measurements were made and there were 31 cases of use not according to conditions.

Based on the statistics and the reduced number of discrepancies, we plan to halve the number of measurements of Lithuanian radio and television in 2024. We will allocate resources and focus more on preventive and comparative measurements at the borders with Russia and Belarus.



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

We checked that 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.

In 2023, we carried out 113 (120 in 2022) planned inspections of indoor radio networks and 16 (20 in 2022) planned inspections of radio and TV broadcasting stations. Unscheduled inspections were also carried out, covering 12 indoor radio networks (12 in 2022), 6 radio (7 in 2022) and 4 TV (4 in 2022) broadcasting stations. A total of 48 (40 in 2022) non-compliances with the installation design or breaches of the conditions of use of radio frequencies (channels) were identified.

The following infringements were found: the effective radiated power of the transmitter did not comply with the conditions laid down for the use of the radio frequencies (channels), unauthorised location of the station, unauthorised signal parameters, unauthorised radio frequency, unauthorised or improperly installed antenna.

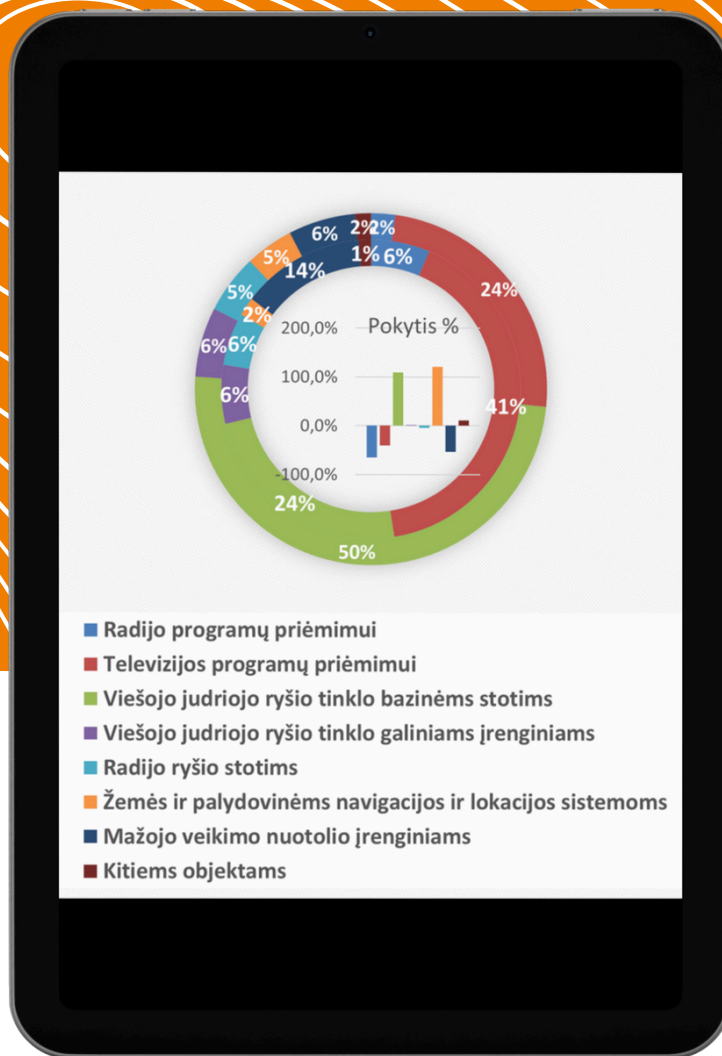


We investigated 407 applications for radio interference from natural and legal persons. In 2022, 299 investigations were carried out, an increase of 36%.

The majority of the applications (202) were for radio interference to mobile base stations, an increase of 109% compared to 2022.

In 32 cases, interference was caused by mobile repeaters, 20 by active TV antennas and 10 by short-range radios. We also received 98 applications for the removal of radio interference to terrestrial TV programmes.

The average time to investigate a single interference was 7 working days. This indicator is highly dependent on the frequency of the interference, when the applicant is able to meet CRA employees to remove the interference, the complexity of the investigation and other circumstances. For example, in more complex cases, where interference is rare or applicants are unable to meet the CRA employees, investigations can take up to 20 working days.



Examples of situations we have solved

- We have received a report of interference in the radio communications of pilots of aircraft taking off and landing at Vilnius Airport. We searched for interference and found that the source of the interference was an indoor TV antenna in Salininkai. Turning it off eliminated the interference.
- A resident of Vilnius complained that his car alarm was being interfered with. We found a radio-interfering device in the neighbourhood - a wireless doorbell that operates continuously at 433.86 MHz. The radio interference disappeared when the device was switched off.
- We identified as many as 3 sources of interference to a mobile operator's base station in Šiauliai. They were emitted by a wireless baby monitor, a mobile repeater and an active TV antenna.
- A chain of shops has reported interference with the electronic price tag equipment in one of its shops in Vilnius. We found that the store's electronic price tag equipment was malfunctioning due to a strong electromagnetic field caused by public mobile phone base stations installed on the roof of the same store.

- A mobile operator in Vilnius has reported interference in the LTE-900 band. We detected digital broadband signals originating from modems connected to CCTV cameras at several intersections around the city. Another source of interference to the operator's base station was detected in the Panevėžys region. We found that the interference was coming from an active TV antenna on a caravan trailer, which receives its voltage from the outbuilding's mains power supply.

18

investigations

Radio jammer devices cannot be used or possessed, which is illegal under the Electronic Communications Act and the Code of Administrative Offences, except in the exercise of the functions assigned to them by public authorities. We are receiving requests from Lithuanian police officers to determine whether the seized device is radio jammer devices.

We conducted 18 investigations in 2023 and 11 in 2022. We have issued administrative offence reports and fined the owners of these devices. We have adopted decisions to confiscate 10 radio jammer devices. In the laboratory, we tested 21 types of radio communication devices obtained from law enforcement authorities.

International activities

- We took part in the Baltic Radio Spectrum Monitoring Meeting, where we shared our practical experience in measurements and interference detection with colleagues from Latvia and Estonia.
- We have been involved in the preparations for the 2024 Olympic Games in France, during which we will provide spectrum oversight support to the French regulatory authority ANFR.

Monitoring the equipment market

We make sure that electrical and 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.



The CRA becomes the first designated testing body for radio equipment in the European Union.

All EU countries will now be able to test radio equipment sold on the market at our accredited laboratory in Kaunas.

EU decision



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

In the CRA laboratory, we tested 54 types of radio equipment and 50 types of electrical and electronic apparatus (40 and 40 types in 2022). Testing against harmonised standards found that 44% of radio equipment and 44% of electrical and electronic apparatus did not comply with the essential requirements of the technical regulations (58% and 55% respectively in 2022).

In 2023, 7 types of radio equipment (WiFi amplifier, PMR walkie-talkie, radio microphone, radio-controlled toys) and 14 types of electrical and electronic apparatus (juicer, touch-sensitive fridges, LED light bulbs, and power supplies) were withdrawn from trade. In 2022, 14 and 18 product types will be removed respectively. We have published information on non-compliant products that have been withdrawn from the market in the Information and Communication System on Market Surveillance (ICSMS) to prevent these non-compliant devices from entering the market in other countries.

During 2023, we also verified the compliance of 75 types of radio equipment and 79 types of electrical and electronic apparatus with the administrative requirements of the technical regulations (compared to 60 and 100 types in 2022). We found that 13% of the products inspected did not comply with the administrative requirements of the technical regulations (14% in 2022).

In 2023, we started inspecting radio communications equipment and electrical and electronic apparatus sold in online shops. In 2023, we checked 50 product types (25 types of radio equipment and 25 types of electrical and electronic apparatus) in 16 online shops. We found that 5 types of radio equipment and 10 types of electrical and electronic apparatus (30% of products) did not comply with the administrative requirements of the technical regulations. These products have been removed from the market.



Verification of new products for the European and international markets.

In Q1-Q2, we tested 35 types (39 units) of new electrical and electronic apparatus at the request of private operators. Of these, 10 types did not meet the essential requirements and were prevented from entering the market.



We carried out a market surveillance campaign for EU countries

At the request of the Finnish regulator TUKES, we carried out tests on 10 types of apparatus, 7 of which did not comply with the essential requirements, i.e. the permissible limits set in the harmonised standards. The decision to withdraw from the market was taken by the Finnish regulator.



Regulation of digital services



**We monitor
the market
for trust
services**

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.



Remote identification by means of video

We have adopted decisions establishing the possibility of verifying the identity of a natural person by means of video, thus enabling qualified trust service providers to deploy new technological solutions and users of trust services to access qualified certificate services in a more convenient way. We initiated the changes because new advanced technological solutions already make it possible to securely and reliably identify a person remotely by video means, with equivalent security to physical presence.

[Description of the Procedure for Verifying a Person's Identity and Additional Specific Attributes When Issuing Qualified Certificates](#)



Regulating electronic identification

As of 1 January 2024, we became the supervisory body for providers of qualified electronic identification (eID) services. In 2023, we adopted the necessary legislation for this function.

Until then, the CRA supervised only trust services, but amendments to the Law on Electronic Identification and Trust Services for Electronic Transactions of the Republic of Lithuania, adopted in May 2023, introduced an obligation for the CRA to supervise eID providers as well, established a model for supervision, and obliged the CRA to adopt the relevant legal acts.

Depending on the procedures, technical and security aspects of the eID issuance, the eID may be assigned a certain security level. There are three levels of security assurance under the legal framework in the EU: low, sufficient and high. eIDs with a high level of security assurance will have the highest level of trust and will provide individuals with access to critical public and/or administrative services, for example, in the future, when voting online, or when using the EU Digital Identity Wallet application.

Description of the Procedure for the Supervision of the Provision of the Service for the Issuance of a Qualified Electronic Identification Device and the Guidelines for the Selection of the Level of Security Assurance of Electronic Identification Devices Used in the Provision of Electronic Services



Description of the Procedure for Reporting Breaches of the Security and/or Integrity of Trust Services and Electronic Identification Means Under Its Control








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.

At the end of 2023, 7 different types of qualified trust services (out of a possible 9) were provided by 6 qualified trust service providers:

- 2 providers of qualified electronic signature certificates: The 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 providers of qualified electronic timestamping services: UAB “BalTstamp” and SE CR.

-  1 service provider for qualified electronic seal certificates 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".
-  1 service provider of qualified electronic signatures, UAB "MIT-SOFT", providing qualified long-term security services.
-  1 service provider of qualified electronic seals, UAB "MIT-SOFT", providing qualified long-term security services.



We have assessed the notification by UAB "MIT-SOFT" of its intention to provide qualified trust services.

We have been granted qualified trust service provider status and the right to provide qualified long-term security services for qualified electronic signatures and qualified electronic seals.



We assessed the business processes of qualified trust service providers.

Having assessed the business processes of UAB "Baltstamp", the Identity Documents Personalisation Centre under the Ministry of the Interior (ADIC), and the State Enterprise Centre of Registers (mandatory audits are carried out every 2 years), as well as the changes in the provision of qualified trust services provided by UAB "Dokobit", ADIC, and the SE Centre of Registers, we have confirmed the compliance of the service providers and their qualified trust services with the requirements following the relevant adjustments made by the service providers.



We have evaluated the new technological solution proposed by the Centre of Registers.

Having assessed the security and reliability aspects of the new technological solution proposed by the SE Centre of Registers, we have granted the company the right to distribute qualified electronic signature and electronic seal certificates using the mobile application LT ID, which is designed for remote management of data and certificates for qualified electronic signature and seal creation.

Regulation of postal services

We provide quality oversight of postal services, ensuring effective competition in the postal sector, affordable and good quality universal postal services throughout Lithuania.





For the first time, we conducted a survey on environmental sustainability practices in the postal sector.

Of the providers surveyed, only a small minority, 20%, responded that environmental sustainability is one of their company's key objectives and commitment to the community. These providers, most of which are large companies in the postal sector, have ambitious environmental sustainability targets and very specific action plans, publish sustainability information to the public, set environmental sustainability indicators and have validated methodologies to calculate them. Their environmental sustainability practices are highly integrated, systematic and innovative.

A further 36% of all respondents, mostly medium-sized companies in the postal sector, report that they have some environmental sustainability action plans in place, and that they have some environmental sustainability practices in place, but in most cases only partially or fragmented.

The vast majority, 44% of all respondents, mainly small and medium-sized enterprises in the postal sector, revealed that they have not set environmental sustainability objectives and in fact do not apply any environmental sustainability practices. This is not an important or priority issue for this group of companies and they may not have the financial resources to implement environmental sustainability programmes.

The CRA has also initiated amendments to the Law on Postal Services, including an obligation for postal service providers to provide information on their environmental sustainability practices.



20%

companies in the postal sector responded that environmental sustainability is one of their company's key objectives and commitment to the community.



36%

companies in the postal sector, report that they have some environmental sustainability action plans in place



44%

companies in the postal sector, revealed that they have not set environmental sustainability objectives and in fact do not apply any environmental sustainability practices



We drafted an amendment to the Law on Postal Services, which has not been updated for 10 years.

The current version of the Law on Postal Services was adopted 10 years ago and has not been substantially revised since then. The proposed amendments are aimed at ensuring that the regulation set out in the Law on Postal Services is in line with the economic, social and technological circumstances of the market, the needs of the users of the postal service as well as the trends in the provision of the postal service, and that it is technology-neutral and provides opportunities for the development of innovations and digitisation.



We fined AB Lietuvos paštas €184.5 thousand for non-compliance with the quality indicators of the universal postal service (UPP) for international parcels.

Having assessed the data provided by AB Lietuvos paštas on the quality results of the universal postal service for 2022, we have found that AB Lietuvos paštas has not fulfilled the quality requirements set for international priority mailings. According to the quality requirements set by the Ministry of Transport and Communications, the company has to deliver 85% of international priority mail on the third working day after dispatch and 97% of priority mail on the fifth working day. At the time of the assessment, the results of AB Lietuvos paštas looked as follows: D+3 imports were 7.7% and exports 2.5%; D+5 imports were 33.9% and exports 17.0%. Over the last few years, according to the CRA, the quality performance of international priority mail sent by AB Lietuvos paštas between EU Member States has consistently declined.

A comparison of the quality indicators of AB Lietuvos paštas with those of Estonia, Latvia and Poland shows that correspondence items sent from Lithuania travelled on average 16% longer to EU Member States than correspondence items sent from Poland, 43% longer than correspondence items sent from Estonia and even 49.5% longer than correspondence parcels sent from Latvia. Correspondence parcels from Lithuania travelled to some EU Member States for more than 10 days, e.g. Bulgaria, the Czech Republic, Denmark, Finland, Romania, Spain, while to Cyprus they took about half a month, i.e. 14.8 days.

We found that in 2022 AB Lietuvos paštas violated Article 16(2) clause 4 of the Law on Postal Services by failing to comply with the quality requirements set by the Ministry of Transport and Communications (AB Lietuvos paštas has failed to comply with the quality requirements for international priority mail sent between the EU Member States), which is sanctioned by Article 20(1) and (2) of the Law on Postal Services.





We carried out an audit of the cost accounting system of “Lietuvos paštas” (Lithuanian Post). The audit was completed on 7 December 2023.

We found that the cost accounting system used by Lietuvos paštas in 2022 and the company's annual report for 2022 are generally in line with the legal requirements. Unfortunately, Lietuvos paštas did not measure the working time norms of the Postal Distribution Department, so we were not able to ascertain that the cost allocation carriers based on the working time norms of the said Department are set correctly.

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 have contacted Lietuvos paštas regarding the discrepancies identified during the audit and the implementation of the recommendations. Lietuvos paštas was obliged to remedy the deficiencies in the cost accounting system and to submit an implementation plan for the recommendations.



We drafted three conclusions on compensation to “Lietuvos paštas” from the state budget for EUR 12.7 million:

- On 17 August 2023, we issued a conclusion on the loss of the 2022 periodical delivery service to rural subscribers
- On 6 December 2023, we issued a conclusion on the loss on the delivery of periodicals to subscribers in rural residential areas and in towns in sparsely and moderately densely populated residential areas for the first half of 2023
- On 19 December 2023, we issued a revised conclusion on the loss of the 2022 periodical delivery service to rural subscribers

Lietuvos paštas has asked us to compensate for the losses incurred in 2022 in the delivery of periodicals to subscribers in rural areas and for the losses incurred in the delivery of periodicals in the first half of 2023 to subscribers in rural areas and in towns located in sparsely and moderately densely populated residential areas.

Our review of the information submitted and other data has led us to conclude that the amount of losses claimed by the company for 2022 should be adjusted. We have submitted our findings to the Ministry of Transport and Communications. The losses claimed by Lietuvos paštas for the provision of periodicals are increasing every year. In the first half of 2022 and 2023, losses on periodicals were 11.4% higher than in the first half of 2021 and 2022. This is due to the increase in the cost of delivering periodicals and the tariffs for periodicals approved by the Government of the Republic of Lithuania, which are significantly lower than the cost of providing periodicals.



We have approved the new maximum tariffs for the Universal Postal Service (UPP) from 1 January 2024.

We have assessed the request of Lietuvos paštas to raise the maximum universal postal service (UPP) tariffs and have taken a decision to increase the maximum limit of the tariffs for correspondence sent in Lithuania by about 22% on average, to reduce the maximum limit of the parcel tariffs by 10% per piece, but to increase them by 56% per kg, taking into account the costs of provision of services to be incurred by Lietuvos paštas in 2022. This decision was due to the declining volume of UPP and rising costs of providing the service, which adversely affect the financial stability of Lietuvos paštas.



We carried out an assessment of the network of the universal postal service provider AB Lietuvos paštas.

We found that out of the 6 requirements for the characteristics of the universal postal service provider's postal network, 3 requirements are met, 2 requirements are not met to a minor extent or can be assessed as meeting an exception, and 1 requirement is not met.

As a result of the CRA assessment of the characteristics of the postal network of the universal postal service provider, AB Lietuvos paštas was informed (with the obligation to establish postal service outlets in two locations and to review the 81 rural locations) and the Ministry of Transport and Communications was informed (with the proposal to review the requirements for the characteristics of the network and to carry out amendments).

In December 2023, AB Lietuvos paštas, in accordance with the CRA instructions, established 2 missing outlets for the provision of the postal service in Mickūnai and Šatrininkai elderships, Vilnius district.

Events

We organised the conference “Transformation of the postal sector and future perspectives”.

At the conference on 30 May 2023, we discussed the challenges of adapting to changes in the postal market. In recent years, the postal market in Lithuania, as in Europe as a whole, has undergone significant changes, driven by technological advances and increasing competition, the development of digital technologies and alternative information delivery channels.

Discussions focused on the future of the postal sector, concentrating on sustainable and innovative technological and business solutions. It presents e-commerce trends in Europe and globally, ongoing modernisation in logistics, new and innovative solutions for sustainability and security in the postal sector, as well as future technologies - the regulation of drones.



Regulation of railway transport services

We monitor the railway market by regulating and supervising the activities of railway infrastructure managers, operators of railway service facilities and railway undertakings (carriers). We want to create the conditions for effective competition and development in railway transport services.





We have established the content and procedures for the reports to be submitted by railway transport market participants.

We have adopted decisions that legally establish the content and procedure for the submission of periodic reports on railway transport activities to the CRA by the manager of public railway infrastructure, railway undertakings (carriers) and operators of railway service facilities. This will allow all participants in the railway transport market to have a clear understanding of the periodicity of the information to be provided and a common understanding of the content of the information provided.

[Rules on the provision of information to the railway transport market regulator](#)



[For more, see](#)



For the first time, we have produced an annual report on the railway sector

The report is the basis for monitoring the railway transport market. In 2022, freight trains on the Lithuanian railway network carried 38% less freight than in 2021. This significant change reflects the fact that the market for international freight services has been severely affected by the economic sanctions imposed on Belarus by the European Union and the United States of America, as well as by the outbreak of the war in Ukraine in February 2022. In 2022, 4.69 million passengers were carried by train, an increase of 1.21 million, or 35%, compared to 2021. In 2022, 47% more passenger kilometres were travelled on domestic routes than in 2021, and 22% more kilometres were travelled on international routes than in 2021.

[More information on the Lithuanian railway transport services market in 2022](#)



We have developed and published recommendations for the description of the railway service facility.

We have developed and published guidelines for the description of a railway service facility, which will make it easier for operators of railway service facilities to implement their obligations and ensure transparency and accessibility for potential users.

[Recommendations](#)





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

We obliged AB "LTG Infra" to recalculate the tariffs for part of the services provided in the railway service facilities for the period 2021-2022. Following the CRA's decision, "LTG Infra" refunded €2.4 million to users of railway service facilities in 2023.

[Order of the Director of CRA](#)



We examined two complaints from a single carrier about the actions of a railway infrastructure manager.

We received one complaint from UAB "Gargždų geležinkelis" regarding the recalculation of the payment for the use of public railway infrastructure. We have decided that the complaint is unfounded and that the carrier's tax arrears of EUR 1,508 for the use of the public railway infrastructure is justified.

[CRA decision](#)



The second complaint we received from UAB "Gargždų geležinkelis" related to the payment for allocated but unused public railway infrastructure capacity. We found the complaint unfounded. We have upheld the order of the manager of the public railway infrastructure calculating the remuneration to be paid to UAB "Gargždų geležinkelis", thus encouraging carriers to give up unnecessary allocated capacity in time for efficient use of infrastructure.

[CRA decision](#)



Events

- On 29 March 2023, we organised a conference for railway market participants to discuss the future of the railway sector and the changes that lie ahead. Not only we, but also representatives of the Ministry of Transport and Communications of the Republic of Lithuania and the manager of the public railway infrastructure have presented their insights in more detail
- On 12 December 2023, we organised a meeting with railway transport market participants to present the European Commission's draft amendment to the allocation of railway infrastructure capacity and the organisation of traffic on the European Union's railway network. Participants shared their concerns and foresee potential difficulties with the new regulation.

Protecting consumers online



Protecting consumers online



Public consultation & education



Handling disputes

Protecting consumers online



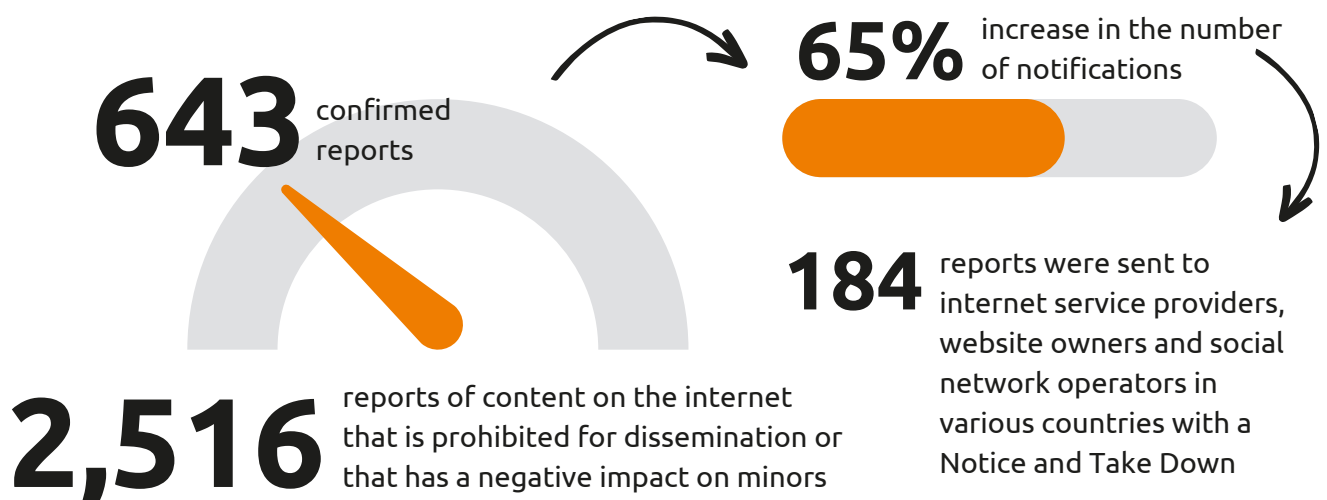
We monitor the use of filtering and flagging tools to protect users, especially children and minors, from harmful content on the internet, and deal with reports of harmful and illegal content online.



We investigated 2516 reports of harmful and illegal content on the internet received by using “Švarus internetas” hotline.

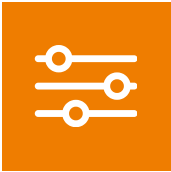
The CRA Internet Hotline “švarusinternetas.lt” received 2,516 reports of content on the internet that is prohibited for dissemination or that has a negative impact on minors. Compared to 2022, the number of notifications has increased by 65%.

Of the confirmed reports, 643 images of child sexual abuse were forwarded to Internet hotlines in other countries, members of INHOPE, the international association of Internet hotlines. A further 184 reports were sent to internet service providers, website owners and social network operators in various countries with a Notice and Take Down (NTD) flagging the presence of prohibited content on their websites or networks, with a request to remove it as soon as possible.



34 reports were forwarded to the Police Department for further investigation and 32 reports were forwarded to the Office of the Inspector of Journalist Ethics for further investigation due to the suspicion of prohibited content dissemination on the Lithuanian service stations.

In 2023, we signed a long-term agreement with the Police Department to cooperate on the functioning of the Internet hotline.



We take care to ensure 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.



The proportion of respondents using mandatory filtering tools increased slightly over the year: In 2022, 74% of responding establishments used mandatory filtering tools, and 75% in 2023.



The number of respondents using other filtering tools not approved by the CRA has increased: 12% in 2022 and 16% in 2023.



We evaluated 68,348 images of potentially harmful content.

In 2022, we signed a long-term agreement and cooperation agreement with the Canadian Centre for Child Protection, a Canadian non-governmental organisation, to join “Arachnid”, an international project to tackle the highly sensitive images of child sexual abuse, which is banned in every country in the world. Over the course of the year, we evaluated 68,348 images of potentially harmful content.



We have become a trusted speaker on the social network “Discord”.

Like the World Wide Web, the “Discord” social network prohibits child sexual abuse material (CSAM), sexual grooming of minors, hate speech, violent, self-harmful and suicidal content, and more. Under the cooperation agreement, CRA experts will contact the social network in accordance with established procedures after receiving consumer reports to ensure that the information is removed as soon as possible. “Discord” has committed to investigate CRA’s reports as a matter of urgency.





Public consultation and education

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.



We launched “No One is Left Behind”, a project to increase the digital inclusion of seniors.

In 2023, we launched a project that encourages Lithuanian communities to get actively involved and increase their members' digital skills. On 30 October, the launch of the project was officially announced at the Presidential Palace. Doreen Bogdan-Martin, Secretary-General of the International Telecommunication Union, also attended the event.

International organisations are putting ageing societies and their challenges on their agendas. The European Union has set a target of 80% of adults having basic digital skills by 2030. However, the digital economy and society index now shows that four out of ten adults lack them. The EU's digital objectives for society include trust in digital products and services on the Internet, the ability to identify misinformation and fraud attempts, and the ability to defend against cyber-challenges and scams.

The project organises workshops for seniors at the University of the Third Age. We organised the first workshop on safe online behaviour, e-signatures and consumer rights for 150 seniors in Klaipėda in December 2023.



We are part of the Vilnius is a School project.

We gave 10 lessons to more than 300 students on safe internet and telecommunications, and gave two lectures at KTU on postal and railway regulation (20 students).

Events

We organised Safer Internet Day

CRA was one of the main organisers of Safer Internet Day (SID 2023). In 2023, a conference was held at the Martynas Mažvydas National Library of Lithuania entitled “Child + Screen + School = ?”, which was also broadcast live online. The theme of the event was inspired by a study carried out by Vilnius University researchers on children and screens. The project leader, Prof. Dr. Roma Jusienė, argues that the excessive use of screens and the inclusion of the Internet has a negative impact not only on psychological but also on physical health.



Consultations

We make sure that users of the services in our regulated markets are aware of the basic terms and conditions of these services, of their rights and are able to make decisions that are in their best interests. We deal with disputes between users (natural and legal persons) of electronic communications and postal services and providers of these service in an objective and prompt manner. We deal objectively and promptly with disputes between consumers and other customers of electronic communications and postal services and the providers of those services.

We have provided:

- 65 consultations on trust services, e-signature and e-identification (55 consultations in 2022);
- 401 consultations for social media users (343 in 2022)
- 59 consultations on safer use of the Internet (69 in 2022)
- Around 1,700 consultations on e-communications issues and around 300 consultations on postal issues.

Handling disputes

Electronic communications services

209 
consumer complaints about the provision of electronic communications services



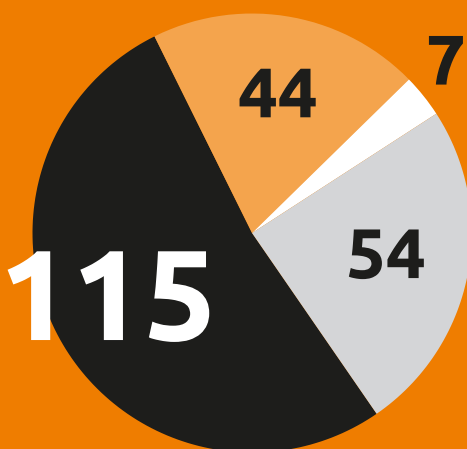
The total amount that has been compensated following the CRA's decision or amicably settled between the parties

≈240 000 Eur

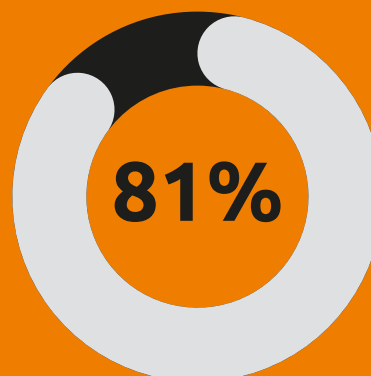


The average duration of consumer disputes in 2023 (the statutory deadline is 90 calendar days)

55 working days



- Resolved amicably
- Partially satisfied
- Rejected
- Discontinued (did not fall within the competence of CRA)



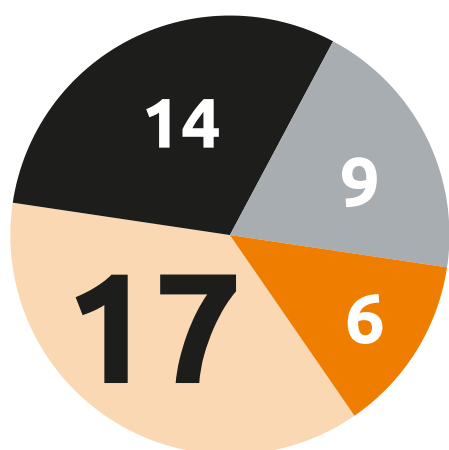
Consumers' claims were either satisfied (or partially satisfied) or resolved amicably



Postal service

42

consumers' claims about the provision of postal services



- Rejected
- Resolved amicably
- Partially satisfied
- Discontinued (did not fall within the competence of CRA)



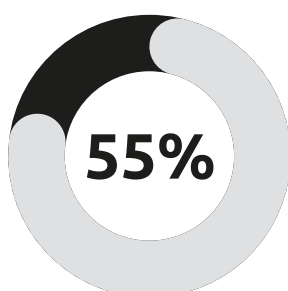
The total amount that has been reimbursed after the CRA's decision or after the parties reached an amicable settlement

Almost **4,000 Eur**

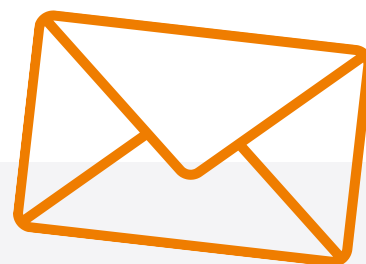


The average duration of consumer disputes in 2023 (the statutory deadline is 90 calendar days)

64 working days



Consumers' claims were either satisfied (or partially satisfied) or resolved amicably



Examples of consumer disputes

Electronic communication services. A consumer has contacted us about a dispute with mobile operator "Tele2 Lietuva". On 17 February 2023, she terminated her agreement with the operator, which had been in force until the end of the same day, 17 February 2023.

As the agreement was terminated before the end of the agreement period, the operator charged the consumer a penalty for the entire duration of the agreement by submitting a termination bill of €87.94, i.e. demanding payment for the equipment and discounts provided.

The consumer contacted us to ask for a reduction in the penalty payment. After the dispute was settled, the consumer informed us that “Tele2 Lietuva” had reached an amicable settlement with the operator, who no longer asked the consumer to pay EUR 87.94 in liquidated damages.

Postal services. A consumer complained that “Omniva LT” had failed to deliver a parcel within the one working day deadline stated publicly on the website. Thus, the consumer claimed damages.

On 27 February, the consumer sent an important parcel to the recipient, which disappeared, and the contents of the parcel had to be transported by the consumer from Vievis to Kėdainiai. She incurred fuel costs of €26.

According to the consumer, the parcel subsequently turned up and was delivered to the recipient 10 days after dispatch, but the recipient no longer needed it. As a result, he sent the parcel back to the consumer and the consumer reimbursed the recipient for the shipping costs of €4.49.

The consumer complained to the provider for reimbursement of the costs incurred for fuel and return of the parcel, noting in her complaint that the provider advertises that it delivers parcels within 1 day, whereas in the case at issue, the parcel took 10 days to arrive.

“Omniva LT” objected to the consumer's claim, arguing that although there was a delay, the parcel was still delivered and that indirect costs are not reimbursable.

After examining the circumstances of the dispute, we have decided to uphold the consumer's claims, i.e. to reimburse her for the costs of the fuel and the costs of sending the parcel, totalling €30.49 in total.

Monitoring the fees for services provided by public registers and information system administrators

We monitored the calculation of the fees for the provision of data and the registration of a registry object by providing opinions on the cost reasonableness of the calculated fees and on the reasonableness of the amount of the costs claimed for the gratuitous provision of the services of registration of a registry object and the provision of data.

In 2023, we issued three conclusions for public companies:



We submitted a conclusion on the reasonableness of the 2022 reimbursement rate to the Centre of Registers in May 2023 and a conclusion on the reasonableness of the reassessed part of the 2021 reimbursement rate to the Centre of Registers in December 2023.

We have determined that the amount of reimbursable costs based on public funds for 2022 is EUR 23,172,535.53. The Centre of Registers sought a positive conclusion for EUR 23,216,206.65.

In the light of the court's decision, we have reassessed the reasonableness of the amount of EUR 1,134,274.57 to be reimbursed in 2021, and we have determined that the amount of the reimbursement to the Centre of Registers from the State budget may not exceed EUR 16,196,887.86 in respect of 2021.

The reimbursement rate for 2022 for the Centre of Registers was 43.1% higher compared to the adjusted reimbursement rate for 2021.



In October 2023, we submitted a negative conclusion to the Information Technology and Communications Department under the Ministry of the Interior of the Republic of Lithuania on the reasonableness of the calculation of the remuneration for the provision of documents (data).

We have assessed the information provided by this public authority on the remuneration rates for the provision of documents (data) and found that these remuneration rates have not been calculated in compliance with the legal requirements.



As a result of changes in the principles governing the management of public information resources, including the conditions for their use and charging, as of 1 January 2024 we will no longer be responsible for overseeing the calculation of remuneration for the provision of data and for the registration of a registry object.

International activities

132

International position papers, documents and reports

18

working groups where we have chaired or worked on projects



302

International events we've attended live and remotely

In 2023, we celebrated the centenary of Lithuania's membership in the International Telecommunications Union (ITU)

We participated in the ITU Global Forum on Information Society Development. We presented Lithuania's digital progress over the last decades - how Lithuania went from being a recipient to a provider. We share the success of Lithuanian business in Belize in establishing a register of legal entities - the first digital public sector service in the country.

A commemorative centenary stamp has been issued thanks to the efforts of the CRA, the Ministry of Transport and Communications and Lietuvos paštas.

On 30 October, ITU Secretary-General D. Bogdan-Martin visited Lithuania. She took part in the presentation of our project "No One is Left Behind", aimed at increasing the digital inclusion of seniors, at the Presidential Palace. In her speech, she identified three lines of action that countries should focus on if they want to involve the older population in digitisation processes: meaningful connectivity, which is defined by the availability of services, affordability of equipment and services, and the security of the users; the skills and knowledge of the users to be confident in the digital society; and the collaboration between civil society, academics, policy makers and business.



2023 ● Timeline

January ●



Consumers can now officially both activate services and switch supplier remotely. On 1 January, the CRA's procedure for remote activation of public mobile services for end-users came into force, allowing them to activate public mobile services remotely within 10 minutes after all the necessary steps have been completed on their device.



We organised the Safer Internet Day conference "Child+Screen+School=?" at the Lithuanian National Martynas Mažvydas Library



We've published an assessment of quality indicators for mobile internet access services

March ●




● February



On 1 March, the first phase of the phone number changes began with the introduction of a procedure that will replace the 8 in front of the number with a 0 on 1 March 2025. These steps will make possible a process that has taken more than 20 years and has been held up by the use of emergency short numbers.






 We've published our Q4 2022 e-communications sector report


We granted the right to the Centre of Registers to distribute qualified electronic signature and electronic seal certificates using a new technological solution - the LT ID mobile application.

For the first time we organised an event dedicated to railway market issues, attended by representatives of railway companies (carriers), freight forwarding companies, and Klaipėda region handling companies.


April

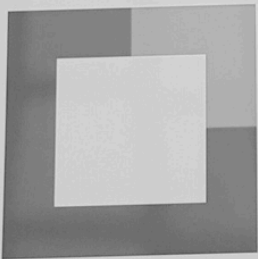
 A study conducted by the CRA showed that 32% of Lithuania's adult population will use qualified electronic signatures in 2022. The share of people using qualified electronic signatures increased by 3 percentage points over the year.

 We have published the Postal Sector Report for Q4 2022. 

 We have authorised an increase in the transmitting capacity of nine digital terrestrial television stations. This decision is linked to better quality of TV broadcasting.



 The ITU Disputes Commission rules in favour of Lithuania. The frequencies that can provide faster communications along the border have received international protection and will have to be taken into account by Russia when developing its communications systems.



For the first time, we have audited the 2021 annual set of accounts for the accounting separation of railway transport activities of “LTG Infra”, a subsidiary of “Lietuvos geležinkeliai”. This monitoring of compliance with accounting separation requirements, as a means of controlling pricing, helps to maintain reasonable prices for the company's railway infrastructure services that are favourable to the competitive environment.

We have obliged three market players - “Telia Lietuva”, “Tele2” and “Bitė Lietuva” - to ensure the provision of universal electronic communications services in the municipalities of Varėna, Ignalina, Šalčininkai and Švenčionys, as well as in the municipality of Pagėgiai. The universal service obligation is one of the means to ensure that all consumers have access to at least a minimum number of services of a specified quality. They must be affordable for all consumers, including the most deprived.

The European Commission has designated the CRA Kaunas Laboratory as the first and only test facility in the European Union with the competence and right to carry out market surveillance tests in the radio equipment sector for all EU Member States.



May

We deregulated the markets for broadcast transmission services and broadcast transmission facility services and lifted the obligations imposed on the Lithuanian Radio and Television Centre and “Telia Lietuva”.





● We have granted permission to UAB “MIT-SOFT” to offer a completely new service in our country - qualified long-term protection of electronic signatures and electronic seals.

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

● We adopted the Rules on the Provision of Information to the Railway Market Regulator. Their purpose is to regulate the content and procedure for the submission of periodic reports on railway transport activities to the CRA by the manager of public railway infrastructure, railway companies (carriers) and operators of railway service facilities.

● We held our annual conference for postal market participants and representatives of public authorities.

● We have published the Postal Sector Report for Q1 2023.

● We have published our Q1 2023 e-communications sector report.

For the first time, it has published the expected, i.e. theoretically calculated, 5G coverage areas of mobile operators. The calculations are based on base station data provided by mobile operators and registered by the CRA by 3 May 2023.

● June





The CRA has introduced an obligation for mobile operators to forward only named text messages that match the identifiers specified by the senders.

We have added to the list of measures to fight SMS scams by introducing solutions to block calls and to take appropriate technical and organisational measures to warn users about potentially fraudulent messages or to block them.

We have announced that the manager of the public railway infrastructure, AB "LTG Infra", will have to reimburse more than €2.4 million to users of railway service facilities.

We have obliged internet service providers to block access to harmful internet resources, which are registered by the National Cyber Security Centre.

We have removed the electronic communications service provider "Arenamobile Lietuva", UAB, from the list of electronic communications service providers. The reason for this is that the company is bankrupt.

We have updated the rules on mediation in disputes.

We have compiled a list of basic guidelines to help rail service facility operators to simplify the implementation of their obligations and ensure transparency and accessibility for potential users.

July



August

We have published the Postal Sector Report for Q2 2023



We have published our Q2 2023 e-communications sector report



The right to administer the 111 short number has been given to the Lithuanian Red Cross Society, as a result of the possibility for non-profit organisations to use the 111 short number if they provide humanitarian, social or other related assistance.

September

CRA survey shows that 50% of educational establishments and libraries that do not protect children from harmful content on the internet see no need to do so



We have presented the 2022 Lithuanian Communications Sector Outlook



October

In celebration of Cyber Security Month, we invited representatives from mobile operators, the Lithuanian Criminal Police Bureau, the Bank of Lithuania, "Lietuvos paštas", the National Cyber Security Centre (NCSC), the State Tax Inspectorate (STI) and the Centre of Excellence in Anti-Money Laundering (CPML) to a discussion.

We have prepared a report on the Lithuanian railway transport services market in 2022.




We introduced a new educational project to reduce the digital divide among seniors, "No One is Left Behind". The President of the Republic of Lithuania, Gitanas Nausėda, became its patron.



November


 We have published our Q3 2023 e-communications sector report.


We have introduced additional video verification of a natural person's identity. Until now, this could only be done in the physical presence of the person or remotely using electronic identification tools.

 We've completed the six-month Broadband Coverage Study.

We initiated changes to the Law on Postal Services.





 We fined "Lietuvos paštas" €184,489 for failing to meet the quality indicators set out in legislation.


We have published the Postal Sector Report for Q3 2023 . 


December



 We have presented our final conclusion on the losses incurred by the "Lietuvos paštas" for the delivery of periodicals.

We have published the results of the first-ever survey of "Lietuvos paštas" service providers on their environmental sustainability practices 

 We've become a trusted speaker on the "Discord" network.

 We have established a legal framework for the qualified electronic identification service.



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Ryšų reguliavimo tarnyba

