

## Contents

---

	<b>Introduction .....</b>	7
<b>A</b>	<b>ICT Infrastructure.....</b>	9
	Voice subscriptions in fixed network.....	10
	Voice subscriptions in mobile network.....	12
	Telephone traffic in fixed and mobile network .....	14
	Fixed broadband subscriptions by technology and speed ...	18
	Mobile broadband subscriptions.....	24
	Domains under Top Level Domain .CZ .....	26
<b>B</b>	<b>Households and ICT .....</b>	27
	Computers in households.....	28
	Internet access in households.....	30
	WiFi routers in households.....	32
	Mobile phones in households.....	33
	Smart devices in households .....	34
<b>C</b>	<b>Persons and ICT.....</b>	35
	Mobile phone users.....	37
	Internet users .....	38
	Mobile phones used to access the internet .....	40
	Computers used to access the internet.....	44
	Social networks users .....	46
	Internet activities related to travelling .....	48
	Internet activities related to entertainment.....	50
	Internet banking .....	54
	Internet security activities .....	56
	Purchasing on the internet .....	58
<b>D</b>	<b>Enterprises and ICT .....</b>	63
	Types and speed of internet access.....	65
	Websites and their facilities.....	68
	Web sales .....	70
	Value of e-sales .....	72

## Contents

---

Cloud computing services .....	74
Social networks.....	76
Business software (ERP, CRM, SCM) .....	78
Internet of Things and Artificial Intelligence .....	80
Types of internet access for employees .....	82
Employees with internet access at work.....	84
Employees who can work from home.....	86
Online communication platforms .....	87
ICT security incidents.....	88
<b>E Government and ICT .....</b>	<b>89</b>
Czech POINT services.....	90
Data Boxes .....	92
Electronic tax returns .....	94
E-submissions for Social Security Administration .....	95
Use of the internet in relation to the public administration ....	96
<b>F ICT in Education and Digital Skills .....</b>	<b>99</b>
Computers in schools.....	101
Students using the internet .....	102
Online learning activities .....	104
Digital skills.....	106
Office software usage .....	108
<b>G Health and ICT .....</b>	<b>111</b>
Physicians with selected ICT.....	112
Online services on physicians' websites.....	113
E-health systems functions .....	114
Seeking health-related information .....	116
Making an appointment with the physician online.....	118
Purchasing medicine online .....	119

