

ANNEX No. 1 — SCHEDULE OF FEES

IH21 - DIGITÁLNY OMBUDSMAN, N. O.

Article 1

General provisions

1. This Schedule of Fees governs the fees pursuant to Article 11 of the Rules of Procedure (hereinafter referred to as the “fees”).
2. Fees are invoiced separately for each individual case, in accordance with the principles set out in this Schedule of Fees and in the Rules of Procedure.
3. All fees are stated exclusive of VAT and are payable in accordance with applicable legal provisions (in particular, Article 21(5) of the Digital Services Act) and the Rules of Procedure.
4. The handling of fees is governed by Article 14 of the Statute of the Digital Ombudsman.

Article 2

Dispute Settlement Fee under Article 11(5) of the Rules of Procedure

1. The amount of the dispute settlement fee is determined based on the case category, which reflects the time and professional complexity of the case. The case categories are: (a) simple; (b) standard; (c) complex.
 - a. Cases classified as "**simple**" are legally and factually straightforward, recurring cases whose factual background is easy to understand and uncomplicated, and which do not require complex legal analysis.
 - b. Cases classified as "**standard**" are those that do not fall into either of the remaining categories. These are cases that require a certain degree of individual assessment, but not to the extent corresponding to complex cases.
 - c. Cases classified as "**complex**" are legally or factually intricate cases that are highly individualized by nature. These include cases that require in-depth legal analysis or a detailed understanding of a complicated factual situation.

The Director may adopt an internal methodological guideline that provides more detailed specifications for the classification of cases.

2. Each case category is assigned a time standard, meaning an indicative amount of time typically required to resolve a case of the given category. In justified cases involving exceptional time demands, the established time standard may be exceeded, but only with the prior approval of the Director. The reasons for exceeding the time standard must be stated in the reasoning of the final decision in the matter.
 - a. Time standard for simple cases: 1–2 hours.

- b. Time standard for standard cases: 3–4 hours.
 - c. Time standard for complex cases: 5–6 hours.
3. The Digital Ombudsman charges EUR 120 per hour of work performed by an ombudsman.
 4. The Digital Ombudsman charges EUR 200 per hour of work performed by an *ad hoc* panel.

Article 3
Nominal Fee under Article 11(3) of the Rules of Procedure

1. No nominal fee shall be charged.

Article 4
Administrative Fee under Article 11(7) of the Rules of Procedure

1. The Digital Ombudsman charges an administrative fee of EUR 200.

Article 5
Final Provisions

1. The fee rates set out in this Schedule of Fees shall be reviewed at least once per year. The amount of the fees must always be proportionate to the costs incurred by the Digital Ombudsman.
2. Any contractual arrangements with online platform providers or third parties concerning fees outside the scope of this Schedule of Fees shall be deemed invalid.

Position	Amount per hour of work	Time standard: type category "simple"	Time standard: type category "standard"	Time standard: type category "complex"
Ombudsman	120 EUR	1 to 2 hours of work	3 to 4 hours of work	5 to 6 hours of work
Proceedings before the panel	200 EUR	1 to 2 hours of work	3 to 4 hours of work	5 to 6 hours of work
Administrative fee	200 EUR			
Nominal fee	-			

In Prague on 29. 5. 2026

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JUDr. Jan Hořeňovský, Ph.D., Director